

Membership terms

1 Who provides membership

The Seva Guild is owned and operated by Pheon Agency Ltd, which is the provider of membership and the contracting party. Contact Gary Stapleton FRSA through help@pheonagency.co.uk or write to Pheon Agency Ltd, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ.

The Guild is secular and inclusive. Its inspiration is Seva, the principle of selfless service. It is a professional and community-focused membership organisation, rather than a registered charity or a statutory professional body.

2 Eligibility and participation

Individual members and corporate representatives must be aged 18 or over, support the Guild's purpose and comply with its Charter and Code of Conduct. Professional status, academic qualifications, financial means and a particular religious belief are not requirements.

Membership provides participation in the Guild's designated discussion community, the opportunity to propose ideas and offer skills, and access to activities made available to the relevant category. The initial discussion community is the [official LinkedIn Group](#). Participation there requires a LinkedIn account and is subject to LinkedIn's own terms.

Contribution is voluntary. There are no compulsory service hours or donations. Membership does not guarantee work, referrals, commercial opportunities, a particular event programme or authority to provide regulated services. Events or services carrying a separate charge will be clearly identified before booking.

3 Corporate membership

Corporate membership belongs to the named organisation. It nominates one authorised representative, whose individual name and email are used for account access. Credentials must not be shared. A replacement representative may be requested by an authorised organisation contact, subject to an administrative identity check, without creating a second concurrent entitlement.

Corporate membership does not confer a Guild endorsement of the business, advertising rights, or individual membership for all staff. Wider participation arrangements require separate written agreement.

4 Applications, payments and MemberMojo

Apply through the Guild's [MemberMojo membership page](#). Annual fees are £15 for Individual and £75 for Corporate membership. Provide accurate information and accept these terms and the Charter before submitting your application.

A Guild administrator reviews the application fairly and without unlawful discrimination. MemberMojo communicates the outcome and invites approved applicants to complete payment. No fee is taken before approval, and approval alone does not activate paid membership.

MemberMojo manages the membership record, payment confirmation and system emails. Stripe processes payment to Pheon Agency Ltd. The contract is formed when the approved application is completed and payment confirmed. Confirmation includes the membership dates, receipt and applicable terms. The Guild remains responsible for membership services, refunds and payment disputes. If we cannot provide an approved paid membership, we refund the fee in full.

Renewal and cancellation terms

5 Membership period and renewal

Membership runs for 12 months from confirmed payment. MemberMojo records the expiry date in your confirmation and membership account. Renew through the Guild's MemberMojo page up to two months before expiry. An early renewal adds 12 months to the current expiry date, preserving the period already paid for.

Renewal is manual, with no automatic renewal or charge. MemberMojo sends reminders 28, 9 and 2 days before expiry, unless disabled for the member, and an expiry notice after membership expires. These administration messages are separate from optional news and invitations.

If you do not renew, membership and the entitlement to participate as a current member end at expiry, with no further payment obligation. A late renewal begins a new 12-month period from confirmed payment. The lapsed period does not count as paid membership.

6 Cancelling within 14 days

You may cancel without giving a reason by notifying us within 14 days after the day on which your joining or renewal payment is confirmed. We offer this full-refund promise to both Individual and Corporate members, in addition to any applicable statutory rights.

To cancel, email help@pheonagency.co.uk with your name or organisation and membership email, or write to the address in section 1. A clear request is sufficient. The Guild arranges the cancellation and any refund; MemberMojo provides the administration platform.

We refund the full membership fee, without a processing-fee deduction, through the original payment method unless you expressly agree otherwise. The refund will be made without undue delay and within 14 days of receiving your cancellation. Membership access ends when the cancellation takes effect.

We do not require you to waive this cancellation promise to use membership facilities during the 14-day period. For an early renewal cancellation, we refund that renewal and retain any remaining period of the previous paid membership.

7 Resigning after 14 days

You may resign at any time by contacting us. After the 14-day period, a voluntary resignation does not normally create a right to a refund of the unused annual fee. There is no further charge. We consider exceptional circumstances fairly, and this policy does not restrict statutory remedies for a service that was not supplied as agreed.

You may alternatively allow membership to expire without renewing. If the Guild ends membership for operational reasons unrelated to a member's breach, or closes before the paid period ends, the unused portion of the fee will be refunded proportionately.

Conduct and membership safeguards

8 Conduct and representation

Members must treat others with dignity and respect; act honestly; respect confidentiality; declare relevant interests; describe qualifications accurately; and avoid harassment, discrimination, exploitation and misleading claims. The Charter's Code of Conduct applies to Guild activity and the discussion community.

Membership gives no ownership, shares or voting rights in Pheon Agency Ltd. Members may describe themselves as current members while their membership is active. Use of the emblem must follow the Guild's published brand rules. No member may commit expenditure, enter a contract, solicit funds or speak officially for the Guild without written authority.

Membership fees support the Guild's administration and legitimate activities. They are not charitable donations and are not offered as eligible for Gift Aid. Membership does not confer accreditation, honorary titles or post-nominal letters.

9 Concerns and membership decisions

We may investigate a concern and use proportionate measures, including guidance, a warning, restricted participation, suspension or termination. Except where urgent protective action is necessary, the member will be told the concern and given a reasonable opportunity to respond. Any urgent restriction will be reviewed promptly.

A decision will include reasons and a route to request reconsideration. A member may request review within 28 days, or later where reasonable circumstances justify it. We will arrange a review by someone not involved in the original decision where practicable. Any refund implications are considered fairly; there is no automatic blanket forfeiture rule, and statutory rights remain intact.

10 Complaints

Send a complaint to help@pheonagency.co.uk, identifying the issue and the outcome sought. We aim to acknowledge it within five working days and respond within 20 working days. If more time is needed, we will explain why and give an update date. Payment or privacy complaints may also be raised through the relevant independent routes.

11 Changes and closure

We will ordinarily give at least 30 days' notice of a material change. A fee increase applies to a future renewal, not an annual period already paid for. Any material reduction of the paid service will be explained with an appropriate cancellation or refund option. Changes will not remove accrued rights.

If the Guild closes, we will notify members and refund the unused paid period proportionately, subject to any greater legal entitlement. Where these terms conflict with the Charter on a paid membership or consumer-rights issue, the member's statutory rights prevail and the terms will be applied consistently with them.

12 Your legal rights

Nothing in these terms excludes rights or liability that the law does not allow us to exclude. English law applies, without removing any mandatory protection available to a consumer where they live. Consumers may use the courts available to them under applicable law; this is not an exclusive-jurisdiction restriction.