



The Whitewed Directory Membership Terms & Conditions

Approval Criteria

Our standards are very high, and we are serious about only approving and listing credible companies with integrity. We want our Whitewed Directory members to provide an excellent service with value for money and go the extra mile to ensure a perfect wedding day for their clients.

The Whitewed Directory's 'Get Listed' application criteria is as follows:

- Confirmation that you hold up to date Public Liability Insurance
- Confirmation that you use business terms and conditions
- You have a business name
- You have a professional business website
- You have a business email address
- You have at least one business social media account
- You have at least one client testimonial

As well as vetting, approving and accrediting our applicants, we also ask that they abide by the following code of practice:

- Respond to enquiries within 48 hours of receipt
- At all times conduct business in a professional and positive manner
- Use legally sound contracts and terms and conditions
- Offer a free of charge, without obligation initial meeting either in person, by telephone or video call
- Respect client privacy at all times and work on a totally confidential basis
- Always work in their client's best interests

Directory Fees

Our directory fees are clearly listed on The Whitewed Directory website and can be found via the 'Become a Supplier' page. Directory fees are reviewed annually and the website will always show the current fees.

Directory Listing Period

All Directory fees are for a 12-month period, except 'Get Noticed' where you can choose to sponsor a category for a 3-month period, and 'Supplier of the Month' where you can choose to be featured for a one-month period (subject to availability).



Directory Fee Payment Terms

Following The Whitewed Directory's approval, all invoices issued are due within 7 days of receipt. Invoices are submitted via email from Xero, our Accounting Software, and are payable via GoCardless* (direct debit), Stripe (credit / debit card) or BACS transfer.

*Please note: if you request to pay monthly, you will be required to set up a Direct Debit mandate with GoCardless for all future payments to be collected automatically. Membership will be completed upon completion of the direct debit mandate.

Should payment not be received within 7 days, your membership will be cancelled.

Directory Membership Renewal

No later than 3 weeks prior to your current membership renewal date, we will be in touch with you via email to advise that your membership is due for renewal.

We will advise you that we will **auto-renew** your Whitewed Directory membership for another year with the same inclusions as per your current membership unless we hear otherwise by a date stipulated in the email.

If we don't hear back from you by the stipulated date in the email, your Whitewed Directory membership will auto-renew.

Please note that should you wish to cancel your membership and advise us within one month of the auto-renew date stipulated, an administrative fee of £35 + VAT will apply and is payable within 7 days. Otherwise you have committed to a further year's membership and quoted fees are due for payment.

By commencing a membership with The Whitewed Directory you agree to opt-in to our auto-renewal going forwards.

On or before your renewal date, you will receive your new 'Stamp of Approval' certificate which showcases your current membership dates.

Directory Page Listing Procedure

On confirmation of your company's Whitewed Directory approval, you will receive an email that will include login details for your new Whitewed Directory account which is accessed via: <https://www.whitewed.directory/login>

On accessing your account, you will see a series of blue buttons, one of which invites you to 'Update Listing', click this. Please note: when updating your listing please ensure you complete all fields marked with an *, as without all * fields complete you will not be able to save your listing.



We will be notified of your page being submitted and we will enhance your information with valuable SEO elements, approve all your updates, and get your directory page live within two working days.

Once your page is live, you will receive an email from us with a link to your new Directory Page and ways to maximise your membership with us.

Please note: our priority is for your business to be showcased in the most professional way possible, so should you upload imagery that is blurry / low resolution or you do not have enough wording on your page to give you a good standing within Google searches, we will be in contact to request / recommend updates.

Changes to your Listing

You can make as many changes to your listing across your membership period as you wish.

As the approved business, it is your responsibility to ensure that your directory page is correct and up to date (e.g. contact details / stated pricing). Any changes are to be submitted via your Whitewed Directory account. This is accessed via: <https://www.whitewed.directory/login> and on entering your provided user information, click 'Update Listing' and make your required changes.

All changes are submitted to The Whitewed Directory for moderation, and they will be live within 2 business days of e-mail receipt.

Changes to your Account Login

Should you forget your password, become blocked, or would like to change your user details, simply contact The Whitewed Directory office and we will action required changes within 1 business day.

Cancellation of your Listing

Cancellations must be made in writing to: The Whitewed Directory, Bowman House, Bowman Court, Whitehill Lane, Royal Wootton Bassett, Wiltshire, SN4 7DB.

On receipt of cancellation notification, your listing will be removed, but no refund of full or partial directory listing fee will be made. If you pay for your directory listing as a monthly payment, then you can either pay the remaining term as a one-off payment or continue to pay monthly until your current membership expiry date.

Removal of your Listing

We take our directory standard very seriously, and should users of The Whitewed Directory have dealings with any of our directory venues or suppliers and feel that they have not conformed to our



code of practice we will follow up on feedback received and reserve the right to remove the venue / supplier listing(s) after notification.

GDPR:

Please be aware that all business information featured on your directory listing is live to the general public.

VAT:

The Whitewed Directory is part of Love to Plan Ltd. and is registered for VAT No: 308614903. All prices quoted will have Value Added Tax added at the prevailing rate.

Ownership:

The Whitewed Directory is part of Love to Plan Ltd, a company registered in England. Registration Number: 06356419.

Copyright & Intellectual Property:

Love to Plan Ltd. hold intellectual property and copyright of The Whitewed Directory. Information taken from the site, including details of listed venues and suppliers, editorial content or images cannot be used or copied without Love to Plan Ltd.'s express permission as it is protected by copyright.

Appropriate Submission

The Whitewed Directory / Love to Plan Ltd. reserve the right to refuse upload of any wording, images or business details considered to be inappropriate for the website for any reason and without explanation or notice.

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