

Institute for Patient-Centered Design, Inc.
Collaborator Program Membership Terms and Conditions

The following outlines the obligations, terms and conditions you should be aware of as Member of the Collaborator Program of The Institute for Patient-Centered Design, Inc. (The Institute). All Members are bound by the Rules and Regulations of The Institute, as amended from time to time, and by any specific terms and conditions imposed under these Rules.

Initial fees

Upon receipt of the Initial fee by The Institute, you are recorded as a Member of the Collaborator Program of The Institute. The Initial fee is only charged once, provided your membership does not lapse. Initial fees are payable in advance, with rates applicable to the various classes of The Institute's Collaborator Program membership set and approved by the Board of Directors.

Changing membership information

Only the named Member or person authorized by the named Member may request a change in membership information. Certain changes in Member personal information (such as a change of address or legal status) may require submitting documented proof prior to any changes being made by The Institute.

Cancellation policy

A Member may cancel their membership at any time by providing either verbal or written notification to The Institute, provided both the individual making the request and the membership concerned can be positively verified. Cancellation of membership cannot be backdated.

Refund policy

Initial Fees and Subscription Fees are non-refundable. Pro-rata refunds are not available. Upon written request, any unexpired or unused membership subscriptions, at the date of cancellation, may be transferred to another current Member of The Institute. If you upgrade your level of membership, the entire Membership Fee applicable to that upgraded level of membership will be payable, and any unused or unexpired portion of the previous membership class will be credited at renewal.

Lapsing of membership

Where a Member's subscription is overdue, access to membership services and benefits may be denied pending payment of any outstanding subscription or other fees. Any Member whose subscription is overdue for more than three (3) months will cease to be a Member of Collaborator Program of The Institute and will not be entitled to access any benefits and entitlements of membership. At the discretion of The Institute, and upon payment of outstanding and overdue subscription fees and other charges, a person may have their membership reinstated.

Refusal of service

Any Member engaging in abusive conduct or acting fraudulently may have their membership suspended or may be refused service pending further investigation.

Termination of membership

Any Member who abuses, offends or puts at risk any member of The Institute's staff or any contractor in the carrying out of their usual duties may be charged with conduct detrimental to The Institute. In such cases the Board of Directors has the power to expel the person from

membership of the Collaborator Program of The Institute. On expulsion from the Program, the Member forfeits all rights and claims on The Institute.

Suspending your membership

As a Member of the Collaborator Program of The Institute you may apply in writing to have your membership suspended for a period of up to two (2) years. This may be appropriate where personal circumstances are such that you temporarily do not require access to the entitlements and benefits of membership. Absentee Membership is granted solely at the discretion of The Institute. If granted Absentee Membership, you will be required to surrender your Membership Card and all of your membership obligations, entitlements and rights will be temporarily suspended. You will not be able to access or utilize any membership related benefits or services during the period of suspension. At the expiration of the suspension period, or earlier if advised by you, you will revert back to your previous level of membership and your membership identification will be reissued.

Continuous years of membership

Being an ongoing member of The Institute's Collaborator Program brings with it additional benefits. To access these additional benefits, membership must be maintained as financial without interruption. The Institute will also recognize and/or credit additional membership years (for the purpose of determining continuous years of membership) where a person transfers a current membership to the Collaborator Program of The Institute.

Membership verification/validation

All Members of the Collaborator Program of The Institute are issued with a personal, unique membership number, and official membership identification, in the form of a Membership ID. Membership IDs remain the property of The Institute and are not transferable. Membership Cards are not valid until signed by you. The Membership ID does not provide any explicit benefits in its own right, but rather is purely for identification purposes. The Membership ID should be presented in all dealings with The Institute or when accessing Member services or entitlements. In circumstances where you are unable to produce your membership identification, you may be required to provide alternative forms of identification. Any benefit obtained by presenting the card may be subject to separate terms and conditions, as amended from time to time. The Institute is not liable for any malfunction of the Membership ID, nor for any unauthorized use of the ID, or delays in issuing or replacing the ID. You must notify The Institute immediately if your membership identification is lost, stolen, damaged or destroyed.

Voting rights

Although there are various classes of the Collaborator Program's membership, only Board members of The Institute have the right to vote in Board Elections and at meetings of The Institute.

Personal information use & disclosure

The Institute abides by the Privacy Act. For further details regarding The Institute's Privacy Policy please refer to The Institute for Patient-Centered Design Privacy Policy Statement.