



Reading Football Supporters' Society Limited,
Registered Office: c/o KnightGoodhead,
7 Bournemouth Road, Chandler's Ford,
Eastleigh, Hampshire, SO53 3DA.

www.star-reading.org

MEMBERSHIP POLICY

Date of Review	Reason for review	Amendments
14/09/2023	New Policy For Approval	

1. Introduction

1.1. This document is drafted in accordance with the Rules of Reading Football Supporters' Society Limited (known as Supporters Trust at Reading) and sets out the Membership policy for adoption pursuant to a resolution at a Board Meeting held on 10th August 2023.

2. Definitions

2.1. Definitions of the terms used in this policy are laid out in a separate Definition of Terms document, which should be read in conjunction with this policy.

3. Policy

3.1. By joining Supporters Trust at Reading (STAR), members are agreeing to the following terms and conditions with The Reading Football Supporters' Society Limited, registered Office: c/o KnightGoodhead, 7 Bournemouth Road, Chandler's Ford, Eastleigh, Hampshire, SO53 3DA. Company number IP29371R:

3.1.1. entering into a contractual relationship with The Reading Football Supporters' Society Limited (trading as STAR), the independent, officially recognised, body that represents the interests of Reading FC supporters to the Club, the media and the local community.

3.1.2. confirming adherence to eligibility requirements to join STAR and to abide by the rules and objectives of STAR, as set out in its constitution.

3.1.3. Payment of annual membership fee, unless exempt through conferment of Life Membership. STAR will use the payment of annual membership fee to fund its activities and campaigns, such as providing coach travel, attendance at the Annual

General Meeting (AGM), exclusive events for STAR members such as fan forums, and other initiatives to benefit Reading FC and its supporters.

3.1.4. receiving a membership card (digital or paper), entitling discounts and benefits from STAR and its partners, such as reduced coach fares, priority booking for events, and access to exclusive offers and competitions.

3.1.5. the right to vote in STAR elections, referenda, and resolutions, and to stand for election to the STAR board or any of its sub-committees, subject to the rules and procedures of STAR.

3.1.6. Consideration of participation in STAR activities and events, such as meetings, socials, fundraisers, and consultations, and to contribute your views and suggestions to STAR on matters affecting Reading FC and its supporters.

3.1.7. respect the diversity and opinions of other STAR members and Reading FC supporters, and refrain from any conduct that may harm the reputation or interests of STAR or Reading FC.

3.1.8. compliance with any reasonable requests or instructions from STAR officials or representatives, such as providing accurate and updated personal information, renewing your membership on time, and following the code of conduct for coach travel.

3.2. Upon purchasing STAR membership online, membership will be valid for 12 months from the date of purchase, and will automatically renew unless renewal is cancelled before the expiry date. Renewal can be cancelled online at any time if purchased online through logging into your online account.

3.3. Membership cannot be cancelled after purchase but will automatically expire after 12 months.

3.3.1. Members are not entitled to any refund of membership fee, unless there is a clear and obvious error at the point of purchase, for example duplicate membership or payment.

3.3.2. Any refund provided does not set a precedent and does not guarantee that a refund will be provided in the future or that others are entitled to a refund for the same reasons.

3.4. STAR reserves the right to terminate membership at any time in the event of breaches of terms and conditions of STAR policies or if individuals in a way that is detrimental to STAR or Reading FC.

3.5. If membership is terminated, there is no entitlement to a refund of membership fee. Membership card(s) must be returned (or delete electronic copy) alongside any other materials provided by STAR.

4. Review

4.1. This policy will be reviewed by STAR's Board biennially, but members may call for it to be reviewed at any time by contacting the Secretary.