

Membership Terms & Conditions



As a new or renewing member of Brown Owl Organics Incorporated (“Brown Owl”), you agree to the following:

General Terms and Conditions

- Brown Owl is a non-profit organisation. Its purpose is to: (a) enhance community health and well-being; and (b) nurture, support, grow and promote the local organic food economy. You agree to support the purposes of Brown Owl and do nothing to bring the Society into disrepute.
- You will declare any actual or potential conflicts of interest to the Committee upon application for membership, or if they arise at any time during your membership.
- Brown Owl’s Rules of Incorporation* state that Brown Owl is administered, managed and controlled by a Committee elected once a year at an Annual General Meeting (AGM) in winter. You will make a reasonable effort to attend the AGM each year in winter (sometime in June, July or August as announced by the Secretary) and stay informed about Brown Owl activities.
- Membership fees are set by the committee - currently \$30 per annum. Membership is charged automatically via PayPal on an annual basis. It is automatically renewing, and it is up to you to cancel your membership should you no longer wish to belong. Membership fees are non-refundable. Membership benefits (including orders through the Food Club) will be suspended if membership fees are cancelled or overdue.
- Your membership entitles you to your own individual username and password to the Brown Owl website which gives you access to member-only benefits, including the online ordering system. You must not share your login information or allow it to be used by any other third party.
- Brown Owl will keep confidential all membership information and activity, except for the purposes of statistical reporting (e.g. to government and funding agencies). Brown Owl will have policies in place to protect information provided by members from being accessed by third parties.
- These terms and conditions are subject to review by the Committee. Any change will be updated on the website and an e-mail notification sent to all members.

Food Club Terms and Conditions

- Brown Owl operates a food club to enable the accessibility of good safe food to its members. Food can be ordered using the Brown Owl on-line ordering system. Orders must be placed by 8.30am Monday mornings for Wednesday delivery (the ordering webpage will normally be available from the previous Friday afternoon).
- The Food Club is dependent upon the support of volunteers. Accordingly, members must accept some flexibility with its operations. Notice will be given if the Food Club will not be operational over any of the school holiday periods or any other period.
- You are responsible for paying for any goods you order through the food club and looking after them from the point and time of delivery (for the on-line food club order this will be at the pre-arranged agreed pick-up point and time slot you selected with your order).

- Payment is strictly due either by the date on the invoice (normally the Friday following issue of the invoice) or immediately for goods invoiced in advance. Payment is to be made in full, without any deduction or withholding any amount, whether by way of set off, counter-claim or otherwise. Brown Owl reserves the right to charge interest at the rate of 24% per annum, calculated daily, from the due date for payment to the date when payment is actually made (including post-judgment interest) and to recover all expenses and costs (including administration costs and legal costs) incurred by Brown Owl in obtaining or attempting to obtain a remedy for the failure to pay. In the event of a failure to pay by the due date, Brown Owl reserves the right to suspend the member's account immediately.
- In the case of stock sold by weight, the on-line system operates by ordering quantities to the nearest whole kilogram (or in some cases 500g or less) and this is how you will be charged. There are likely to be small variations in the actual weight you receive either side of the amount you have ordered due to natural variation in produce size. However, quantities supplied will be as close as possible to the weight invoiced.
- The supply of produce to Brown Owl can be variable and different to that which it ordered from its suppliers. Accordingly, you accept that the Food Club may not always have the stock available that you ordered or similar substitutions may need to be made to fill your order.
- Goods purchased through Brown Owl may not be on-sold for profit, except by prior arrangement with the Committee.

* Please refer to a full copy of the Society Rules obtainable on our website.

