

**European Coaster Club: Benelux Branch (Known hereafter as “the branch”).
Service Level Agreement (SLA) for operation of a Branch of the European Coaster Club.**

Identity

1. The branch will use the European Coaster club logo on any communications, social media sites or advertisements.
2. The branch will at all times use the name of “European Coaster Club” or “European Coaster Club Benelux branch”, or, if the European Coaster Club initials are used, then “ECC” or “ECC (Benelux Branch).”
3. The branch may operate a website, www.eccbenelux.eu for their team, and to welcome new members and forward them to the main website. They may not register, create or operate any other websites, forums, email addresses, twitter identities trademarks or entities in the branches or the European Coaster Club name for the use of members.
4. A separate sub-forum will be created for the branch to operate on the European Coaster Club’s website forums. Moderator privileges will be provided to the branch in order to manage the sub-forum.
5. Moderator privileges will be provided to the branch in order to help the main club manage the closed Facebook discussion group.
6. The branch may operate a public, open Facebook page to promote the Club’s activities to attract new members. This Facebook Page will contain links to join the European Coaster Club via www.coasterclub.org.

Branch Management

7. The European Coaster Club team will designate upon creation of the branch one of the team members who will chair the branch.
8. The chair of the branch will appoint branch team members in order to operate the branch as they see fit.
9. The chair will appoint a branch treasurer with the approval of the European Coaster Club team.
10. Changes to the branch team are in accordance to the Branch Constitution.
11. The branch chairman and treasurer will resign if at least 75% of the European Coaster Club team members (as identified in the European Coaster Club Constitution available at www.coasterclub.org) request them to do so.

Financial management

12. The European Coaster Club team agree the branch will operate a business bank account in the club’s name.
13. This account will be used solely to receive and discharge funds in operating club business. The account will not operate any overdraft or borrowing facilities.
14. Along with the Branch Team members, the European Coaster Club treasurer and Chairman will be signatories to the account and have full access to its transactions.
15. Debit cards will be approved by the Branch Chairman and European Coasterclub Chairman on a case by case basis.
16. The branch will maintain records of all transactions and make copies of these records available to the European Coaster Club Treasurer and Chairman at least once per calendar quarter. All bank transactions, invoices and records will be sent to the European Coaster Club treasurer within 21 days of the 31st December financial year end for consolidation to the European Coaster Club Financial Statements. The European Coaster Club team will be responsible for independent examination and storage of these records at the end of every financial year.
17. Any surplus funds, as agreed between the European Coaster Club Chairman or Treasurer and the Branch Chairman will be transferred to the UK bank account before the end of each financial year.

18. Expenses for branch team members (e.g. for mileage for club business, industry entertaining to enhance the club's reputation within reason) will be authorised by the Branch Chairman and paid from the branch funds. Any Branch Chairman expenses will be authorised by a European Coaster Club Team member and paid from the Branch funds. The branch should aim to receive monies before spending them, and pay in arrears by invoice for any goods or services.
19. If funding is required for expenses, merchandise, or advance trip costs the European Coaster Club treasurer or Chairman can agree to advance monies to the branch.
20. Any trips organised by the branch that consist of more than three overnight stays will be budgeted in advance (before the invite is sent to members) and this agreed with one of the European Coaster Club Chairman, Treasurer or Trips Manager.
21. The branch will hold a quantity of merchandise for sale and account for any monies. Any merchandise that contains the club name or brand will comply with paragraph one of this agreement.
22. The branch can purchase merchandise with surplus funds held. Any additional funding for such purchases is determined by paragraph 19 above
23. Stock can be held in either the UK or Benelux and it will be decided by the Merchandise Teams where stock will be held for the most benefit by members.
24. Transactions can be executed on the account by a single party (dual signatories are not required). All payments from the branch bank account will be authorised by one other member of the branch team via email before being paid.

Communications and Languages

25. All trips organised by the branch will be announced in the forum at www.coasterclub.org, in English as the predominant language. The announcement will also be translated into Dutch as a second language, in the same announcement thread, PDF Trip Invites and Facebook pages. This will include itineraries and updates.
26. The Trip Manager will manage distribution of PDF invites to the entire club membership.
27. Answers by the branch team to any questions following announcements posted on the club's forums or Facebook channels will be posted in both English and Dutch for the benefit of all members.

Trip Management

28. Every year by the end of November, the branch chairman and Trip Manager will agree the proposed schedule of trips for the upcoming season. The branch team are responsible for their trips and will conduct them according to the established rules in the club and branch constitutions.
29. The branch trips team are responsible for managing trip bookings and ensuring that all attendees have paid in full prior to attending the relevant trip.
30. If any trip is budgeted to make a significant loss (over €500), this will be approved in advance with the European Coaster Club chairman. Any unplanned losses will be funded under paragraph 19 above.

Membership

31. All members of the club can participate in any activities or offers the branch operates.
32. It is not possible for members to join, or be transferred to the branch alone.

Changes to this agreement

33. This SLA can be amended in accordance with the European Coaster Club constitution.