# HOME GIRLS UNITE
# MEMBERSHIP POLICY

**HOME GIRLS UNITE** is committed to creating spaces where eldest daughters, parentified daughters, and marginalised women and girls feel **seen, safe, valued, and empowered**. Our work is rooted in intersectional feminism, trauma-informed practice, and community care. This DEI policy sets out how we ensure fairness, dignity, and belonging across all aspects of our organisation—from programming and communications to governance and community engagement.

## 1. THE PURPOSE OF THIS POLICY

*Our membership programme exists because eldest daughters continue to invest in one another. We want every HomeGirl to have access to spaces where she can feel heard, build meaningful connections, explore her experiences and prioritise her own wellbeing.*

***Invest in yourself. Invest in each other.***

*Membership is about more than accessing sessions, resources and events. It is an investment in a more sustainable future for eldest daughters and the community that supports them. By becoming a HomeGirlsPlus member, you help HGU fairly compensate our staff, facilitators and contributors, develop accessible resources and sustain spaces that enable eldest daughters to rest, grow and thrive.*

*As a Community Interest Company (CIC), HGU is committed to using its resources responsibly to further its community purpose. We aim to balance accessibility, fairness, transparency and long-term sustainability in everything we do.*

*This policy explains how membership works, what members can expect from HGU, what we ask of our community and how cancellations, refunds and membership concerns are handled.*

## 2. MEMBERSHIP TIERS

*HGU offers two membership tiers.*

### 2.1 HomeGirls — Free Membership

*HomeGirls is our free community membership, designed to ensure that financial circumstances do not automatically prevent someone from accessing connection, peer support and useful resources.*

*HomeGirls members can access:*

- *Monthly 1:1 Rant Sessions, subject to availability.*
- *Monthly Peer Support Groups.*
- *Resources developed for eldest daughters, including moving-out resources.*
- *Book Club sessions, events and workshops at the applicable ticket price.*

- *Information about HGU programmes, events and wider community opportunities.*

*Free membership does not include benefits reserved for HomeGirlsPlus, such as the private group chat, Life Transitions Toolkit or reduced-cost therapy offer.*

## 2.2 HomeGirlsPlus — Paid Membership

*HomeGirlsPlus is our paid membership for those who want more regular opportunities to connect, access additional support and invest in the long-term sustainability of HGU.*

*HomeGirlsPlus members can access:*

- *Weekly 1:1 Rant Sessions, subject to availability.*
- *Book Club sessions included in the membership, ordinarily held every six weeks.*
- *Eligible HGU paid events and workshops included in the membership.*
- *Resources developed for eldest daughters.*
- *The 1:1 Life Transitions Toolkit.*
- *Access to the Home Girls Group Chat.*
- *Bi-weekly Peer Support Groups.*
- *Reduced-Cost Therapy Access (UK Members only)*

*The current membership price, billing frequency and any applicable taxes will be displayed at checkout before payment is taken. Membership may be offered on a monthly or annual billing basis, depending on the options available at the time of joining.*

## 2.3 Access to membership benefits

*Membership benefits are available only while a membership is active and in good standing, subject to the terms of this policy.*

*Some benefits require advance booking, have limited capacity or depend on external providers, facilitators or partners. HGU cannot guarantee that every member will attend every session or event at their preferred time.*

*Benefits described as included in HomeGirlsPlus membership apply to eligible HGU-led activities. Partnership-led events, externally funded programmes and activities with separate eligibility criteria are excluded unless HGU explicitly confirms otherwise.*

*Membership benefits are personal to the registered member and cannot be transferred, exchanged for cash or sold to another person.*

*HGU will communicate any material changes to membership benefits as clearly and promptly as reasonably possible.*

# 3. MEMBERSHIP REGISTRATION AND ELIGIBILITY

*By joining HGU membership, you confirm that:*

- *The information you provide is accurate and up to date.*
- *You meet any published eligibility requirements for the programme or activity you wish to access.*
- *You have read and agree to this policy.*

- *You will use membership benefits responsibly and respect the rights, privacy and wellbeing of other members.*
- *You will not share paid membership access, private resources, booking links, discount codes or other restricted benefits with unauthorised individuals.*

*HGU may request additional information where reasonably necessary to verify eligibility for a particular programme, sponsored membership or restricted benefit.*

*Membership is intended to foster an inclusive, respectful community. HGU reserves the right to refuse or restrict access where reasonably necessary to protect members, staff, facilitators, the organisation or the integrity of its programmes. Decisions will be made proportionately and in line with this policy.*

## 4. MEMBERSHIP FEES AND BILLING

*HomeGirlsPlus members can choose from the monthly or annual payment options available at checkout.*

- ***Monthly membership:*** *The membership fee is charged monthly on a recurring basis until cancelled.*
- ***Annual membership:*** *The membership fee is charged annually on a recurring basis until cancelled.*
- ***Payment authorisation:*** *By subscribing, you authorise the applicable recurring payments through the membership platform.*
- ***Price transparency:*** *The price and billing frequency will be shown before you confirm your subscription.*
- ***Payment failures:*** *If a payment fails, HGU or its membership platform may notify you and request that you update your payment details. Access to paid benefits may be temporarily restricted while payment remains outstanding.*
- ***Price changes:*** *HGU will communicate proposed changes to membership fees in advance. Any changes will be handled in accordance with applicable law and the relevant subscription terms.*

*Membership fees support HGU's community work, including staff and facilitator compensation, workshops, resources, operational costs, community support and organisational sustainability.*

*Fees are not a payment for guaranteed access to a particular number of individual appointments or a guarantee of a specific personal outcome. They support the overall membership programme and its delivery.*

*Membership fees are separate from any additional charges for excluded events, third-party services or optional purchases, which will be made clear before payment.*

*Please note that any membership discount offered applies to the first 12 months of your membership only. After this period, the standard monthly membership fee will apply.*

## 5. MEMBERSHIP BENEFITS AND SERVICE STANDARDS

*HGU will make reasonable efforts to provide the benefits advertised for each membership tier. We are committed to treating members fairly, communicating changes and using our resources responsibly.*

### 5.1 1:1 Rant Sessions

*Rant Sessions provide a dedicated space to talk through experiences, express frustrations and feel heard without judgement.*

*They are peer-support conversations, not clinical therapy, counselling, medical advice or crisis intervention.*

*HomeGirls can book one session per month. HomeGirlsPlus members can book one session per week, subject to the booking rules and available appointments.*

*To ensure fair access:*

- *Members must book through the designated booking system.*
- *Sessions are subject to availability and any published booking limits.*
- *Members should cancel or rearrange appointments as early as possible if they cannot attend.*
- *Where a member cannot attend, they must notify HGU as soon as possible so that the appointment can be offered to someone on the waiting list.*
- *Repeated no-shows or late cancellations without reasonable explanation may result in temporary restrictions or withdrawal of access to Rant Sessions.*

*Before restricting access, HGU will ordinarily consider the circumstances, the impact on other members and whether a reminder or warning would be appropriate. Any decision will be proportionate and may be reviewed where requested.*

*A missed appointment does not automatically entitle a member to a replacement session.*

## 5.2 Book Club

*Book Club ordinarily takes place every six weeks and offers a space to connect through reading, popular culture and shared experiences.*

*HomeGirlsPlus membership includes eligible Book Club sessions. HomeGirls may participate by purchasing the relevant ticket, where available.*

*Any additional costs, including books or separately ticketed activities, will be communicated in advance.*

## 5.3 Paid events and workshops

*Eligible HGU-led events and workshops are included in HomeGirlsPlus membership. HomeGirls may attend by purchasing the relevant ticket.*

*Partnership-led events, external programmes and events with separate funding or eligibility requirements are excluded unless expressly stated otherwise.*

*Included places may be subject to registration deadlines, capacity limits and attendance requirements. HGU cannot guarantee admission to an event once its capacity has been reached.*

*If HGU cancels an event for which a member has paid an additional ticket fee, HGU will communicate the available options and provide an appropriate refund or alternative in accordance with the event's terms and applicable law. The cancellation of an individual event does not automatically entitle a member to a refund of their wider membership fee.*

## 5.4 Resources and the Life Transitions Toolkit

*Resources are intended to support reflection, learning and practical decision-making around topics such as family expectations, boundaries, emotional labour, identity, relationships, work and independence.*

*General HGU resources are available to all members. The 1:1 Life Transitions Toolkit is reserved for HomeGirlsPlus members and is subject to its published booking and delivery arrangements.*

*Resources and toolkits are educational and supportive in nature. They are not a substitute for professional legal, financial, medical or therapeutic advice.*

*Members must not reproduce, redistribute, publish, sell or share restricted materials without HGU's prior written permission.*

## 5.5 Home Girls Group Chat

*The Home Girls Group Chat is a private community space for eligible HomeGirlsPlus members to exchange experiences, celebrate achievements, ask questions and offer mutual encouragement.*

*Members must respect confidentiality, avoid harassment and refrain from sharing another member's messages, screenshots, photographs or personal information outside the group without their explicit permission.*

*HGU cannot guarantee that every participant will maintain confidentiality. Members should therefore avoid sharing information they would not feel comfortable disclosing in a peer community.*

*HGU may moderate the group, remove harmful content, restrict access or suspend the group where necessary to protect members and the organisation.*

## 5.6 Monthly Peer Support Groups

*HomeGirls can access monthly Peer Support Groups. HomeGirlsPlus members can access bi-weekly groups, subject to scheduling and availability.*

*These groups provide opportunities to share experiences, listen, reflect and connect with others who understand the eldest daughter experience.*

*Participation is voluntary. Members may contribute as much or as little as they feel comfortable with, and no one should be pressured to disclose personal information.*

## 5.7 Reduced-cost therapy access (UK Members Only)

*We know finding the right therapist and affording ongoing support isn't always easy. Members can access an exclusive 10% discount on low-cost therapy through Power to Live, helping make mental health support more accessible. Available only to HomeGirlsPlus members who reside in the UK. Fees are determined by your annual income and may vary.*

- *Universal Credit, benefits or under £15,000: online £15, in person £25*
- *£15,000 to £29,999: online £30, in person £35*
- *£30,000 to £44,999: online £40, in person £45*
- *£45,000 to £59,999: online £50, in person £55*

*The provider is responsible for its own clinical services, practitioner arrangements, suitability assessments, confidentiality and professional standards.*

*Members should confirm availability, eligibility, prices and booking arrangements directly with the provider before making a commitment.*

*HGU does not guarantee that a therapist will be available, that a particular therapist will be suitable or that therapy will be free of charge.*

## 6. CANCELLATION POLICY

*We believe members should be able to make decisions about their finances and wellbeing without guilt or unnecessary barriers.*

***HomeGirlsPlus members can cancel their recurring membership directly through MemberSpace. There are no additional cancellation fees imposed by HGU for cancelling an ordinary rolling membership.***

*To cancel:*

1. *Log in to your MemberSpace account.*
2. *Navigate to your membership or subscription settings.*
3. *Follow the cancellation instructions displayed.*
4. *Check for confirmation that your cancellation has been processed.*

*If you have difficulty cancelling through MemberSpace, contact hello@homegirlsunite.com for assistance.*

### 6.1 When cancellation takes effect

*For an ordinary monthly or annual subscription, cancellation will stop future recurring payments once it has been processed, subject to applicable law and the subscription terms.*

*Unless a legal cancellation right or other applicable entitlement requires an earlier end date, your paid benefits will ordinarily remain available until the end of the period you have already paid for.*

*For example, if you cancel a monthly membership halfway through a paid month, your membership will ordinarily remain active until the end of that paid period, but it will not renew for another month.*

*Similarly, cancelling an annual membership will ordinarily prevent the next annual renewal while allowing access until the end of the current paid year.*

*Cancellation does not ordinarily result in a pro-rata refund for unused time outside the circumstances described in the refund policy below.*

*Members who cancel may continue to access HGU's free HomeGirls community, subject to the terms applicable to that tier. Access to HomeGirlsPlus-only benefits will end when the paid membership ends.*

### 6.2 Cancellation during a cooling-off period

*Where applicable law gives you a right to cancel during a cooling-off period, HGU will honour that right.*

*For many online consumer service subscriptions, this includes a 14-day period beginning the day after the contract is entered into. The precise treatment of refunds may depend on the type of benefit supplied, whether delivery has begun at your request and whether the required legal consents and acknowledgements have been obtained.*

*If you want to cancel within a cooling-off period, contact hello@homegirlsunite.com or use MemberSpace where available. HGU will explain any applicable refund and access arrangements.*

*Nothing in this policy removes or limits any statutory cancellation rights you may have.*

## 7. REFUND POLICY

*HGU aims to be fair to members while protecting the resources that enable us to provide support to the wider community.*

*Membership income helps us plan programmes, compensate staff and facilitators and maintain services. For this reason, refunds are assessed consistently, with appropriate flexibility where fairness or the law requires it.*

### 7.1 Refunds during the first 7 days

*Where you join online and applicable law provides a cooling-off right, you may cancel within the relevant period and request a refund.*

*Refunds will be assessed in accordance with the applicable legal requirements. Where a member has expressly requested that services begin during the cooling-off period, the refund may be adjusted to reflect services already provided where the law permits this. Different rules may apply to digital content supplied immediately after the required consent and acknowledgement have been obtained.*

*HGU will ensure that any necessary checkout wording and consent arrangements are in place before relying on an exception to a statutory cancellation right.*

### 7.2 Refunds after the cooling-off period

*Once the applicable cooling-off period has expired, membership fees are generally non-refundable for the remainder of the current billing period.*

*This means that refunds will not ordinarily be provided solely because:*

- *A member has not used their membership benefits.*
- *A member has been unable to attend sessions or events.*
- *A member's personal circumstances or availability have changed.*
- *A member has decided that the membership is no longer right for them.*
- *A member cancels partway through a monthly or annual billing period.*

*This approach enables HGU to plan responsibly and continue investing in community services rather than relying on unpredictable income.*

### 7.3 When HGU may provide a refund

*HGU will consider refunds where:*

- *A payment was taken in error, duplicated or charged incorrectly.*
- *A payment was taken after a valid cancellation had been processed, where the charge should not have been made.*
- *A benefit was materially misrepresented or not provided in circumstances where a refund is appropriate.*
- *HGU cancels a separately paid event and a refund is due under the event terms or applicable law.*
- *A refund is required by law.*
- *Exceptional circumstances justify a discretionary goodwill refund.*

*Any goodwill decision will be made fairly and consistently, taking into account the circumstances, the services already provided and HGU's responsibilities to the wider community.*

### 7.4 Annual memberships

*If an annual membership is cancelled after the applicable cooling-off period, the ordinary approach is that the member retains access until the end of the paid annual period and no pro-rata refund is provided for unused months.*

*This does not apply where a refund is required by law or where HGU agrees to a refund under the circumstances set out above.*

### 7.5 How to request a refund

*Email hello@homegirlsunite.com with:*

- *The email address associated with your membership.*
- *The date and amount of the payment.*
- *A brief explanation of your request.*
- *Any relevant payment or cancellation confirmation.*

*HGU may request further information where reasonably necessary to assess the request.*

*We aim to acknowledge refund requests within five working days and provide a decision as soon as reasonably practicable. Where a refund is approved, it will ordinarily be returned to the original payment method. Processing times may depend on the payment provider.*

*These are service targets rather than guarantees, and they do not restrict any legal deadline or entitlement.*

## 8. ATTENDANCE, BOOKINGS AND NO-SHOWS

*HGU's sessions have limited capacity, and some services have waiting lists. When a member books an appointment and does not attend without notice, another HomeGirl may lose an opportunity to receive support.*

*Members are therefore expected to:*

- *Attend booked sessions on time.*
- *Cancel or rearrange appointments as early as possible.*

- *Notify HGU promptly if they can no longer attend.*
- *Avoid making multiple bookings that they do not intend to use.*
- *Respect any published booking limits.*

*Where a member repeatedly fails to attend, HGU may issue a reminder, provide a warning, temporarily restrict booking access or withdraw access to the affected service.*

*Any restriction will be proportionate to the circumstances and will take account of relevant explanations, including emergencies or accessibility needs where appropriate.*

*These attendance arrangements apply to both HomeGirls and HomeGirlsPlus. A member's overall membership will not automatically be cancelled solely because they miss an appointment.*

## 9. COMMUNITY STANDARDS AND CODE OF CONDUCT

*HGU is committed to creating a community in which eldest daughters feel respected, supported and able to participate without fear of harassment, humiliation or exploitation.*

*All members must:*

- *Treat other members, staff, volunteers and facilitators with respect.*
- *Respect different backgrounds, identities, beliefs, experiences and perspectives.*
- *Avoid harassment, bullying, discrimination, threats, intimidation and abusive behaviour.*
- *Respect boundaries and never pressure someone to share personal information.*
- *Avoid unsolicited diagnosis, judgement or the imposition of advice.*
- *Obtain consent before contacting members privately or sharing their details.*
- *Respect confidentiality and the privacy of others.*
- *Follow reasonable instructions from facilitators and moderators.*
- *Avoid using HGU spaces to solicit money, promote unrelated commercial services or recruit members into external schemes without permission.*
- *Raise concerns through appropriate channels rather than targeting or publicly shaming other members.*

*Disagreement is not, in itself, misconduct. HGU encourages honest discussion and recognises that members may have different views. However, disagreement must not become harassment, intimidation or deliberate harm.*

*HGU may remove content, issue warnings, restrict participation or suspend or terminate membership where these standards are breached.*

## 10. SHARING MEMBERSHIP BENEFITS, CODES AND RESTRICTED RESOURCES

*HGU membership benefits are intended for the registered member only.*

*Members must not:*

- *Share MemberSpace login details or allow another person to use their paid account.*
- *Share private booking links, member-only access codes or discount codes with unauthorised individuals.*
- *Transfer, resell or commercially exploit membership benefits.*

- *Share HomeGirlsPlus-only resources or distribute paid materials outside the membership without written permission.*
- *Falsely represent themselves or another person as an eligible member.*
- *Deliberately bypass membership access controls.*

*A breach may result in immediate temporary suspension while HGU investigates. Where deliberate misuse or unauthorised sharing is established, HGU may permanently revoke access to the affected membership benefits and impose a lifetime ban from HGU membership.*

*HGU will consider the seriousness of the breach, available evidence, any relevant explanation and the need to protect members and the organisation. Members will ordinarily be informed of the reason for a decision and given an opportunity to respond, unless immediate action is necessary to address a serious risk.*

*A lifetime ban is intended for serious or deliberate misuse, not an accidental mistake or a minor misunderstanding. Members may ask HGU to review a decision by contacting hello@homegirlsunite.com.*

*Where membership is terminated for misconduct, refunds will be considered in accordance with applicable law and the circumstances. This policy does not remove any statutory refund entitlement.*

## 11. CONFIDENTIALITY AND PRIVACY

*HGU recognises that members may share sensitive experiences involving family, relationships, identity, finances, mental wellbeing and personal transitions.*

*Members must not disclose another member's identity, personal story, messages, photographs, contact details or other identifying information outside an HGU space without that person's explicit permission, unless disclosure is required by law or is necessary to address a serious safety concern.*

*Confidentiality is a shared responsibility, not an absolute guarantee. HGU cannot guarantee that every participant will keep information confidential, particularly in peer-led spaces.*

*HGU will handle personal information in accordance with its applicable Privacy Policy and data protection obligations. Personal information will be accessed and used only for appropriate purposes, including administering membership, delivering services, communicating with members and protecting the community.*

*Members should consult HGU's Privacy Policy for further information about data collection, storage, retention, rights and contact arrangements.*

## 12. PEER SUPPORT, SAFEGUARDING AND WELLBEING

*HGU's membership services are designed to provide peer connection, community support, education and opportunities for reflection.*

***HGU membership is not clinical therapy, counselling, medical treatment or an emergency service.***
*Participation does not create a therapist-client relationship with HGU or its peer-support facilitators.*

*Members remain responsible for their own decisions and should seek appropriate qualified support where professional advice or clinical care is needed.*

*HGU will take concerns about safety, harassment, abuse or serious distress seriously and will respond in accordance with its safeguarding procedures and the nature of the concern.*

*Where a situation falls outside the scope of peer support, HGU may signpost a member to a suitable professional or specialist service. In an emergency, members should contact the appropriate emergency service rather than relying on HGU's membership team.*

*HGU cannot guarantee a particular personal outcome from participation in any membership service.*

## 13. ACCESSIBILITY, FINANCIAL HARDSHIP AND SPONSORED MEMBERSHIP

*HGU believes that financial circumstances should not automatically prevent eldest daughters from accessing community and peer support.*

*HomeGirls free membership will continue to provide access to the benefits advertised for that tier.*

*HGU may also offer sponsored HomeGirlsPlus memberships through its Pay It Forward scheme, subject to funding, eligibility criteria and availability.*

*A sponsored membership provides access to the relevant paid-tier benefits for the period confirmed by HGU. It does not guarantee ongoing sponsorship or access beyond the agreed period.*

*Members may contact hello@homegirlsunite.com to ask about sponsored membership or reasonable adjustments to support participation.*

*HGU will consider requests sensitively and fairly, taking account of available resources and the needs of the community.*

## 14. SERVICE AVAILABILITY AND CHANGES

*HGU will make reasonable efforts to deliver membership benefits as advertised. However, services may occasionally be affected by facilitator availability, illness, technical issues, venue changes, funding constraints or circumstances outside HGU's reasonable control.*

*Where a session or activity is cancelled or materially changed, HGU will aim to communicate this promptly and, where reasonably possible, offer an alternative date, replacement activity or other appropriate resolution.*

*HGU may update, replace or discontinue individual benefits where necessary to improve the programme, respond to member feedback or maintain financial and operational sustainability.*

*We will aim to provide reasonable notice of material changes and explain their impact on members. Where a material change significantly reduces the benefits of a paid membership, HGU will consider an appropriate remedy, including cancellation or a refund where required by law or otherwise justified.*

*HGU will not use this clause to exclude statutory rights or avoid responsibility for obligations it has undertaken.*

## 15. COMPLAINTS AND FEEDBACK

*We welcome feedback because it helps HGU improve its services and remain accountable to the community it serves.*

*If you have a concern about membership, a facilitator, a booking, a payment, a moderation decision or the quality of a service, please email hello@homegirlsunite.com.*

*Please include enough information for us to understand the issue and the outcome you are seeking.*

*HGU will aim to:*

1. *Acknowledge the complaint within five working days.*
2. *Review the matter fairly and, where appropriate, speak to the relevant people.*
3. *Provide a response within 15 working days where reasonably practicable.*
4. *Explain any next steps if more time is needed.*
5. *Offer a review by an appropriate person where the complaint concerns a decision that may be reconsidered.*

*These are target response times, not guaranteed deadlines. Complaints involving safeguarding, serious misconduct or complex circumstances may require additional steps.*

*Members will not be penalised for raising a concern in good faith.*

## 16. CHANGES TO THIS POLICY

*HGU may update this policy to reflect changes in membership benefits, operational arrangements, applicable law or organisational practice.*

*The current version will be made available through HGU's website or membership platform. Where changes materially affect existing members, HGU will aim to provide advance notice and explain what is changing and when it takes effect.*

*Where a change requires member consent or creates a legal right to cancel, HGU will follow the applicable requirements.*

*Continued membership will be subject to the updated policy only to the extent permitted by law.*

## 17. CONTACT DETAILS

*For membership enquiries, cancellations that cannot be processed through MemberSpace, refund requests, accessibility requests, complaints or questions about this policy, please contact:*

***Email:*** *hello@homegirlsunite.com*

*Please do not include unnecessary sensitive personal information in your initial email. HGU will let you know if additional information is needed.*

## 18. OUR COMMITMENT TO THE COMMUNITY

*HGU exists because eldest daughters deserve spaces where their experiences are recognised, their voices matter and their wellbeing is not an afterthought.*

*Membership enables us to build those spaces responsibly: fairly compensating the people who deliver our work, developing useful resources, expanding opportunities for connection and making support more sustainable for the future.*

*Whether you are a HomeGirl joining our free community, a HomeGirlsPlus member investing in deeper connection, or someone sponsoring another daughter's membership, you are part of a collective effort to create a different experience for eldest daughters.*

***Invest in yourself. Invest in each other.***

*Thank you for being part of Home Girls Unite.*