

ellora

natural & organic foods

Membership Policy

What does being an Ellora member mean? By joining Ellora and paying an annual membership fee, you're supporting the concept of collective benefit that enables a geographically-distributed community access to healthy foods and products at reasonable prices. Ellora is based on a community food-co-op model that makes regular custom orders for its members; however, unlike a food co-op, members are not required to share the work of getting the products from suppliers to members.

What are my responsibilities as a member? Ellora members may participate in Ellora as much or as little as they need, with a minimum single order per year, according to the schedule posted on the Ellora website. This means adhering to order deadlines, and collecting and paying for orders on scheduled pickup days. Members are also expected to comply with Ellora's policies for cheques, credit cards, late pickups, product enquiries and returns. (Policies are posted on the Ellora website.)

How much is the membership fee? An annual membership fee of \$15 is charged to your first order and once yearly thereafter. This helps pay for producing Ellora's extensive catalogues and maintaining the Ellora website. A renewal fee is added to your bill every twelve months, backdated to your expiry date if you don't order on a renewal month. Those who don't order within three months of their membership's expiry are invoiced for renewal. Please note—memberships are not transferable or refundable.

Does paying a membership fee mean I own part of Ellora? No. Ellora is a sole proprietorship, and involves numerous legal, financial and administrative commitments that are the sole responsibility of the coordinator. Members do not have any of the liabilities they would have with food co-ops or community organizations.

The Ellora coordinator may cancel membership or refuse renewal to anyone who does not participate in Ellora according to the principles and policies described above.

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