



Membership Terms & Conditions

These Terms and Conditions form the basis of the contract through which the Association of International Courier and Express Services (AICES) will deliver a service to you as an AICES member.

On becoming a member of AICES, you are automatically agreeing to these Terms and Conditions, and you are providing us with the appropriate consent to handle your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

AICES registered office is: Building 580/1, Sandringham Road, Hounslow, London TW6 3SN.
AICES is trade association for UK express companies and membership is open to UK registered express companies and associated businesses.

1. Membership Benefits

Membership of the Association will provide you with:

- The opportunity to join AICES committees including the Customs Committee, the Aviation Security Committee and the Roads and Sustainability Committee.
- The opportunity to attend other ad hoc member only events and other events which may be free.
- Access to advice on government policies which impact the operations of your business particularly in relation to customs issues.
- Access to additional products and services delivered by AICES including weekly policy and customs updates

AICES reserves the right to change the benefits that apply to membership at any time and without prior notice.

2. The Membership Contract

When you submit your application, you are making an offer to subscribe to AICES which, if accepted by us on behalf of our members, will result in a legally binding contract.

At the point of your membership renewal, your renewal payment is confirmation of the continued acceptance of this contract. You may not transfer any of your rights and obligations under these Terms and Conditions to another person or organisation without prior written agreement from AICES.

For all applications, the contract between us will be confirmed when we acknowledge receipt of your fees.

3. Right to Refuse Membership

AICES reserves the right to cancel your membership if we are unable to obtain your fees. If you are accepted into membership, but it subsequently turns out that any or all of the information provided by you was misleading or false, AICES reserves the right to revoke the membership with immediate effect, without the right of appeal.

4. Fees, Renewal and Cancellation

Your AICES membership is a rolling agreement renewing annually on January 1. If you wish to cancel your membership during the year, you must inform us of your intention to do so at least one quarter in advance. This notice must be provided directly to AICES in writing.

AICES may increase or adjust the basis for calculating fees with effect from the start of each Renewal Term by giving the member no less than 30 days written notice. Members shall pay each invoice within 30 days of the date it was issued.

If following receipt of an invoice the member (acting reasonably and in good faith) provides AICES with notice that there is a Dispute concerning the invoice the member shall, where the Dispute relates to part of an invoice, pay the undisputed part of the invoice (together with any other undisputed outstanding invoices).

If the member wishes to raise a Dispute in relation to an invoice issued by AICES it must provide Notice in writing setting out the elements of the invoice which are disputed and the reasons as to why such elements are disputed within 30 days following the submission of the invoice by AICES. Any disputed invoice not communicated within this timescale will be deemed to be valid and payable by the member.

If the Customer fails to make a payment due then, without limiting AICES' rights or remedies, AICES is entitled to claim interest on the overdue sum from the due date until payment of the overdue sum. Interest under this will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%. The exception to this will be where the payment is subject to a genuine Dispute which the member is using reasonable and genuine efforts to resolve

5. Information Services

You agree to exercise diligence and care when using the information and guidance provided to you as part of your membership benefit. All services are subject to copyright law and may not be reproduced unless express permission is given by AICES.

AICES uses best endeavours to ensure that all information and guidance provided by us is as up to date as possible. However, information provided by AICES is in the context of guidance only, and does not, in any way, constitute legal advice. Should you require a legal opinion or taxation advice, you must obtain that opinion from a properly qualified professional.

The content of all AICES information, guidance and other publications reflect the opinion of the author unless stated otherwise.

6. Contact information

It is your responsibility to ensure that AICES has the correct details for your organisation.

If you believe that any of the information that we hold in relation to you or your organisation is incorrect or out of date, please provide us with the accurate information.

7. AICES website

AICES will make every effort to ensure that the information on our website is accurate. However, we cannot guarantee this and accept no liability for any information given via our website or those which are linked to it.

8. Variation

These Terms and Conditions became effective on 1 January 2025. Please note that these Terms and Conditions may be subject to change at any time. The Terms and Conditions will be published on our website and the latest version will be binding upon you.

9. Force Majeure

Neither Party shall be liable for failure to perform its obligations if such failure results from Force Majeure. If AICES is prevented from carrying out its obligations by the circumstance of Force Majeure, AICES shall be entitled to totally or partially (at its discretion) suspend the performance of the Services until the circumstances of the Force Majeure have ceased. AICES must promptly resume the Services after the relevant activities are no longer substantially and directly disrupted by any Force Majeure event.

10. Governing Law and Jurisdiction

These Terms and Conditions are governed by English law. You hereby irrevocably submit to the exclusive jurisdiction of the English courts notwithstanding the jurisdiction where you are based.

If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.

11. Entire Agreement

These Terms and Conditions override any contrary terms or conditions published by us previously in relation to any membership subscription between you and us.

12. Trade Association Forum Branding

Use of the AICES logo is permitted for all paid up members. In the event of your resignation or failure to pay a subscription, you forfeit your right to use the AICES logo and you agree to remove all claims of AICES membership from your website and advertising material.

13. Queries, Comments and Complaints

AICES will endeavour to respond to any complaint or query received within three working days. If you have any queries, comments, or complaints about your membership, please contact us on: Telephone: 020 8087 2141; Email: info@aices.org