

## MEMBERSHIP TERMS & CONDITIONS



### TERMS AND CONDITIONS REGARDING MEMBERSHIP LISTINGS

#### 1. MEMBER LISTINGS

In order to promote tourism and conventions in Hawai'i, a number of publications (the "Visitor Publications") are produced by, or on behalf of, HVCB. A list of the Visitor Publications, along with a brief description of each, is attached hereto as Exhibit "A". As an HVCB Member, you may be entitled to have a Member Listing in one or more of the Visitor Publications. Depending on the type of membership that you have, you may receive Member Listings free of charge or you may be required to pay a fee for a Member Listing. Each Member Listing is placed only in those Visitor Publications appropriate for that Member Listing, as determined by HVCB in its sole discretion.

#### 2. DEFINITIONS

"You" and "Member" refer to the company or individual completing this form and seeking or renewing HVCB membership. "HVCB" refers to the Hawai'i Visitors & Convention Bureau.

#### 3. MEMBER CONTENT

Member shall furnish HVCB with all content that will comprise the Member Listing. The Member Content requested by HVCB is subject to change in HVCB's sole discretion but will typically include the following: (1) text description of Member's business; (2) contact information; (3) graphics; (4) Member's logo; and (5) Universal Resource Locator ("URL") or hypertext link that directs Internet users to a website specified by Member (the "Linked Website"). All Member Content shall comply with the Technical Requirements set forth in Exhibit "B" hereto, the provisions of Paragraph 6 below, and any additional requirements specified by HVCB when Member Content is requested. Member has a duty to update information to ensure the accuracy of the Member Listing.

#### 4. FORMATTING AND INDEXING

The formatting of the Member Listing will vary depending on the particular Visitor Publication in which the Member Listing appears. For example, some Visitor Publications might include Member Listings that provide only Member's name and telephone number. Other publications might include Member Listings that provide a brief description of Member's services along with a hypertext link. HVCB reserves the sole and exclusive right to determine the formatting of all Member Listings in all Visitor Publications. Whenever the Visitor Publication requires the Member Listing to be indexed in one or more categories, HVCB shall have the sole and exclusive right to determine the category or categories in which the Member Listing is indexed.

#### 5. SUPPLEMENTAL SERVICES

For certain Visitor Publications, HVCB Members may be able to purchase supplemental services. A description of these supplemental services can be found in the attached Exhibit "C".

#### 6. REPRESENTATIONS AND WARRANTIES OF MEMBER

Member represents and warrants to HVCB, now and throughout the term of the Membership Agreement, that: (1) the Member Content and the content of any and all Linked Websites (the "Linked Website Content") are accurate and not deceptive or misleading; (2) the Member Content and the Linked Website Content are not obscene or indecent or otherwise objectionable to a person of reasonable sensibilities; (3) the Member Content and the Linked Website Content do not include any content that is libelous or defamatory or that violates any right of publicity or privacy or other right, or that may cause injury to, any third party; (4) the Member Content and the Linked Website Content include only information and materials that Member owns or has obtained specific authorization to use and distribute and to authorize HVCB to use and distribute in the manner contemplated by these Terms and Conditions; (5) the Member Content and the Linked Website Content do not infringe upon or violate any copyright, trademark, patent, trade secret, or other proprietary right of any third party; and (6) the Member Content and the Linked Website Content conform to all applicable federal, state, and local laws and regulations.

Although not required to do so, HVCB has the sole and exclusive right to determine whether the Member Content and the Linked Website Content satisfy the above requirements. If HVCB concludes that the Member Content or the Linked Website Content fail to satisfy these requirements, then HVCB, in its sole discretion and without consent or approval from Member, shall have the right to remove some or all of the Member Content, including the hypertext link, or the entire Member Listing from the Visitor Publication. Member agrees that it shall have no claim against HVCB for damages or any other relief based on HVCB exercising the rights set forth in this paragraph.

#### 7. E-NEWSLETTER(S) OPT-OUT REQUEST

The Visitor Publications prepared by HVCB include e-Newsletter(s), which contains special offers on travel and tourism services. HVCB distributes e-Newsletter(s) by e-mail to people who have consented to receiving information about Hawai'i in this manner. Because a recipient of one of our e-Newsletter(s) might follow a link within any one of our e-Newsletter(s) to Member's website, it is possible that Member might receive a request from a recipient of the e-Newsletter to have delivery of the e-Newsletter discontinued. If Member should receive such an opt-out request, Member shall forward this request to HVCB within two business days of Member's receipt of the request.

#### 8. CLAIMS

Should Member receive notice of a claim regarding the Member Content and/or the Linked Website Content, Member shall promptly provide HVCB with written notice of such claim. Should HVCB receive notice of a claim regarding the Member Content and/or the Linked Website Content, HVCB shall promptly provide Member with written notice of such claim. Further, HVCB, in its sole discretion and without consent or approval from Member, shall have the right to remove some or all of the Member Content, including the hypertext link, or the entire Member Listing from the Visitor Publication. Member agrees that it shall have no claim against HVCB for damages or any other relief based on HVCB exercising the rights set forth in this paragraph.

#### 9. INDEMNITY

Member shall indemnify, defend, and hold harmless HVCB and its officers, directors, employees, and agents, from and against all claims, costs, liabilities, judgments, expenses, or damages (including amounts paid in settlement and reasonable attorneys' fees) arising out of or in connection with: (1) Member's breach, or alleged breach, of any covenants, warranties, or representations made herein; (2) the Member Content and/or the Linked Website Content. This provision shall survive termination of the Membership Agreement.

#### 10. DISCLAIMER

Member acknowledges that: (1) HVCB makes no warranties regarding the size of the audience of any of the Visitor Publications; (2) HVCB makes no warranty that having HVCB membership or having a Member Listing in HVCB's Visitor Publications will result in any benefit to your business; and (3) HVCB makes no warranty that the HVCB Website, whose primary homepage is located at <<http://www.gohawaii.com>>, or any other electronic publication will be error-free or that access thereto and use thereof will be uninterrupted.

#### 11. NO IMPLIED WAIVER

Failure of HVCB to enforce any right provided or recognized herein shall not be deemed a waiver of such right by HVCB.

### TERMS AND CONDITIONS REGARDING PERSONAL INFORMATION PROVIDED TO YOU BY HVCB

#### 1. COLLECTION OF PERSONAL INFORMATION

In order to promote tourism and conventions in Hawai'i, HVCB collects personal information from people interested in being contacted about certain services provided by HVCB members. HVCB then provides this personal information to the relevant members so that the members can contact the people who have expressed an interest in the members' services. HVCB only collects personal information from people who have consented to being contacted about the tourism or convention services in which they have expressed interest.

#### 2. DEFINITIONS

- a. "You" and "Member" refer to the company or individual completing this form and seeking or renewing HVCB membership.
- b. "HVCB" refers to the Hawai'i Visitors & Convention Bureau.
- c. "Personal Information" refers to individually identifiable information about a person, including but not limited to name, physical address, telephone number, and e-mail address, provided to you by HVCB.
- d. "Person" refers to the person who is the subject of the Personal Information.

#### 3. OPT-OUT REQUESTS

If you receive Personal Information, use this information to contact a Person, and receive any request from that Person, in writing or otherwise, not to receive any future communications (the "Opt Out Request"), you must comply with that Person's Opt Out Request. Within 2 business days of receiving the Opt Out Request, you must also provide HVCB with the following information in writing: (1) the identity of and contact information for the Person who sent you the Opt Out Request; and (2) whether you have complied, and will continue to comply, with the Opt Out Request.

#### 4. DISCLOSURE OF PERSONAL INFORMATION

Any Personal Information that HVCB provides to you is intended solely for use by you in contacting a Person who has expressed an interest in learning more about the Hawai'i-related tourism or convention services that you provide. Unless you have the prior express written permission of HVCB to do so, you are not allowed to sell, lease, share, give, or otherwise disclose any Personal Information to anyone other than HVCB and the Person or to use the information yourself other than to provide accurate information about your Hawai'i-related tourism or convention services.

TERMS AND CONDITIONS REGARDING YOUR USE OF HVCB'S LOGOS

1. DEFINITIONS

- a. "You" and "Member" refer to the company or individual completing this form and seeking or renewing HVCB membership.
- b. "HVCB" refers to the Hawai'i Visitors & Convention Bureau.
- c. "HVCB Member Logo" refers to the following logo:



- d. "HVCB Hawaiian Warrior Logo" refers to the following logo and/or image:



- e. "Hawaii Promotional Logo" refers to the following logo:



- f. "Kaua'i, O'ahu, Maui, Moloka'i, Lana'i, or Big Island Promotional Logo(s)" refer to the following logo(s):



2. USE OF HVCB'S LOGO(S)

As long as you remain an HVCB member in good standing, you are allowed to use the HVCB Member Logo and the HVCB Hawaiian Warrior Logo in the manner described below; provided, however, that HVCB reserves the right to revoke your authorization to use the HVCB Member Logo and/or the HVCB Hawaiian Warrior Logo if HVCB, in its sole and absolute discretion, concludes that your use of an HVCB logo is deceptive, misleading, not in good taste, or in violation of the HVCB Membership Agreement, including these terms and conditions of use.

3. GUIDELINES FOR DISPLAY OF THE HVCB MEMBER LOGO

As long as you remain a member in good standing, HVCB authorizes you to use the HVCB Member Logo in connection with your company's advertising, business cards, stationery, and other promotional materials for the sole purpose of indicating your membership in the HVCB. You are not allowed to use the HVCB Member Logo for any other purposes, and, specifically, you are not allowed to do any of the following:

- a. Use the HVCB Member Logo on any product.
- b. Use the HVCB Member Logo or tag lines in any way suggesting that any product, corporation, publication, video, etc. is officially sanctioned by HVCB, unless HVCB gives you prior written permission to do so.
- c. Place the HVCB Member Logo on a patterned background.
- d. Interlock the HVCB Member Logo with any other logo.
- e. Alter or add to the HVCB Member Logo in any way.

4. GUIDELINES FOR DISPLAY OF THE HVCB HAWAIIAN WARRIOR LOGO

You are not allowed to use the HVCB Hawaiian Warrior Logo in any way except as a window decal to signify HVCB membership, and then only if such a decal is already in place.

5. OTHER HVCB LOGOS OR CONFUSINGLY SIMILAR MARKS OR LOGOS

Unless you receive express written permission from the HVCB to do so, you are not allowed to use for any purpose any HVCB logo other than the HVCB Member Logo or the HVCB Hawaiian Warrior Logo, including without limitation any mark or logo that is or may be considered confusingly similar to the HVCB Membership Logo or the HVCB Hawaiian Warrior Logo.

Use of the Hawaii Promotional Logo (*Hawaii, The Islands of Aloha*) or the Kaua'i, O'ahu, Maui, Moloka'i, Lana'i, or Big Island Promotional Logo(s) requires a signed license from the Hawaii Tourism Authority. Application for license can be obtained from your membership representative.

6. ADDITIONAL INFORMATION

Any questions about using HVCB's membership logo and/or the Hawaii Promotional Logo should be directed to your membership representative. For questions regarding the Kaua'i, O'ahu, Maui, Moloka'i, Lana'i, or Big Island promotional logos, please contact your island chapter. The HVCB Corporate Office Directory is available online at <http://www.hvcb.org/corpinfo/offices.html>.

EXHIBIT 1: SCHEDULE OF MEMBERSHIP DUES

*Approved: September 16, 1997*

ACCOMMODATIONS

Hotel/Condo/Apartment/Bookings and Reservations/Management Company/Timeshare Property

Formula Based On (*compilation of sliding scale*) ..... first 2000 units at \$24 Per Unit  
..... next 2000 units at \$22 Per Unit  
..... and additional units above 4000 at \$13 Per Unit  
..... With A Minimum Investment Of \$500

Bed & Breakfast, Private Home

Formula Based On ..... \$24 Per Unit  
With A Minimum Investment Of (12 units per structure or less).....\$300\*

DEVELOPMENT COMPANIES

Planning Stages ..... \$1,500 (Minimum Business Corporate Level)  
Ground Breaking ..... 50% Of Formula  
Grand Opening..... Formula

ADVERTISING AGENCIES

Formula Investment ..... \$5,000  
(*If gross annual sales is less than \$1,000,000 see Minimum Membership Levels*)

AIRLINES

Basic Calculation determined by the total of:

Inter-Island ..... \$56 Per Flight  
Transpacific/International ..... \$1,200 Per Flight

Total Formula is based on payment option:

Option 1 (*Ticket Value Contribution only*) – Two times Basic Calculation

Option 2 (*Combination of Cash and Ticket Value Contribution*) – 50% of Basic Calculation in cash + 100% of Basic Calculation in trade.

ASSOCIATIONS

Association Level 1 .....\$500  
Association Level 2 ..... \$1,000  
Association Level 3 ..... Formula (Full Benefits)

*(If All Association Members Are HVCB Members)*

Formula Investment ..... \$1,000  
*(If Not All Association Members Are HVCB Members)*

Formula Based on ..... Total non-HVCB Member Businesses Multiplied by \$150  
With A Minimum Investment of..... \$1,000\*

*Note: Investment will be evaluated quarterly upon changes in Association's membership. Investment calculation does not include Individuals or HVCB members.*

BOATS/CRUISES

Single Vessel

Formula Based on ..... \$5 Per Seat  
With A Minimum Investment of ..... \$1,500 Per Vessel\*

Single Vessel (with less than 100 seats)

Formula Based on ..... \$500 Per Vessel

BUSINESS/CORPORATE

Direct Visitor Industry (Defined as receiving 50% or more of total revenues from visitor industry dollars)

Formula Investment ..... \$20,000

Indirect Visitor Industry (Defined as receiving less than 50% of total revenues from visitor industry dollars)

Formula Investment ..... \$10,000

Individual Corporate Representative

Formula Investment ..... \$1,500

CAR RENTALS

Corporate Statewide/Multi-Island

Formula Investment ..... \$7,500

Single Island/Multi-Island (with 500 cars or more)

Formula Based On ..... \$1.50 x Numbers of Cars In Fleet

With A Minimum Investment Of ..... \$1,500 Per Island Location\*

Single Island/Multi-Island (with less than 500 cars)

Formula Based On ..... \$500 per Island Location

DINNER SHOWS/LOUNGES/NIGHTCLUBS/RESTAURANTS

Formula Based On ..... \$3 Per Seat

With A Minimum Investment Of ..... \$500\*

EDUCATIONAL/GOVERNMENT/NON-PROFIT ORGANIZATIONS

Formula Based On ..... 50% of Program Level

With A Minimum Investment Of ..... \$250\*

FINANCIAL INSTITUTIONS

Formula Based On ..... \$150 Per Location

With A Minimum Investment Of ..... \$1,500\*

(If gross annual sales is greater than \$1,000,000 see Business Corporate Category)

GOLF COURSES

Single Course

Formula Investment ..... \$5,000 Per Course

Multiple Courses (Single Ownership)

Formula Based On ..... \$5,000 for first course/\$3,000 for every course thereafter

Public/City & County Course Formula Investment. .... \$2,500 Per Course

LUAUS

Formula Investment ..... \$3,000

(If gross annual sales is greater than \$1,000,000)

PUBLISHERS/PUBLISHING COMPANIES

Total Annual Billings Investment

- <\$250,000.00 \$500.00
- \$250,000.00 - \$500,000.00 \$1,000.00
- \$500,000.01 - \$1,000,000.00 \$1,500.00
- \$1,000,000.01 - \$2,000,000.00 \$2,000.00
- >\$2,000,000.00 \$2,500.00

With A Minimum Investment of ..... \$500\*

RETAIL

Retail Corporate Citizen

Indirect Visitor Industry (Defined as receiving less than 50% of total revenues from visitor industry dollars)

Formula Investment ..... \$1,500

*Direct Visitor Industry (Defined as receiving 50% or more of total revenues from visitor industry dollars)*  
 Formula Investment .....\$3,000

Full Retail Corporate Formula Based On.....Retail Corporate Citizen + \$1,500  
*(If gross annual sales are less than \$1,000,000 see Minimum Membership Levels)*

Individual Store Formula Based On ..... \$500 Per Store

*(If gross annual sales is greater than \$1,000,000 see Business Corporate Category)*

**SHOPPING CENTERS**

Formula Based On ..... Number Of Outlets Multiplied By \$150  
 With A Minimum Investment of *(10 outlets or less)*..... \$1,500\*

**TRAVEL AGENCIES**

Single Agency *(International/Foreign)* .....\$300  
 Single Agency .....\$500  
 Multi Location Agency ..... \$150 Per Location  
 Consortium/Chain ..... \$1,500 Corporate plus \$500 for each Subsidiary

*(If gross annual sales is greater than \$1,000,000 see Business Corporate Category)*

**WHOLESALEERS/TOUR OPERATORS**

Single Office .....\$500  
 Multi Location Office ..... \$150 Per Location  
 Consortium/Chain ..... \$1,500 Corporate plus \$500 for each Subsidiary

**MINIMUM MEMBERSHIP LEVELS**

Maile.....\$1,500  
 Ilima Nui .....\$1,250  
 Ilima .....\$1,000  
 Hibiscus .....\$500  
 Plumeria.....\$300  
 Kukui ..... \$150  
 Individual Supporter ..... \$50

*(Membership level program will be determined by category formula with stated minimums.)*

**EXHIBIT 2: REQUIREMENTS FOR LINKS TO HVCB WEBSITE**

*Member linking to the HVCB Website MAY (and is encouraged to):*

1. Includes all links to HVCB’s website(s)’ homepage(s) at www.gohawaii.com, www.meethawaii.com, and www.hvcb.org.
2. Link to the HVCB Website’s major sub-category pages (e.g. Vacation Planning, Meetings & Conventions, etc.), provided that it is made clear that the information is being provided by HVCB.
3. Display the HVCB Member Logo on the Member’s Website, as long as Member remains in good standing with the Hawai’i Visitors & Convention Bureau and complies with all applicable requirements set forth in the “Terms and Conditions Regarding Your Use of HVCB’s Logos.”

*Member Linking to the HVCB Website MAY NOT:*

1. Point or link from a website directly to content within the HVCB Website other than by pointing or linking to the HVCB Website in the manner described above, without the express written permission of HVCB.
2. Copy, modify, or display HVCB’s name, logo, text or any graphic images from the HVCB Website in any way without explicit written permission from HVCB.
3. Redeliver any of the pages/text/images/content of the HVCB Website using “framing” technology without the express written permission of HVCB.
4. Use any other linking technology that is likely to deceive the user as to the source, origin, or sponsorship of the website or the information on the website.

## EXHIBIT A: VISITOR PUBLICATIONS

The following is a list of the Visitor Publications produced by, or on behalf of, HVCB in which Members are entitled to have Member Listings appear (*subject to Member's membership program level and category*). This list is subject to change.

### 1. MEMBERSHIP DIRECTORY

Complete Directory of HVCB members and their contact information.

### 2. HVCB WEBSITE(S) – WWW.GOHAWAII.COM AND WWW.MEETHAWAII.COM

Everything you want to know about Hawai'i from A-Z is available here. Every membership includes opportunities for website links, E-marketing and promotions. Averaging more than 200,000 unique visitors per month on GoHawaii.com and more than 1,000 unique visitors per month on MeetHawaii.com respectively.

### 3. VISITORS GUIDE TO THE ISLANDS OF ALOHA

An overview of the islands of Hawai'i and their diverse offerings as a vacation destination. Distribution: 325,000 copies per year.

### 4. MAUI VACATION PLANNER

The tri-isles of Maui County are spotlighted along with geography, history, culture, agriculture and more. Distribution: 225,000 copies annually.

### 5. KAUAI VACATION PLANNER

Includes a description of the Garden Island's five major districts. Distribution: 150,000 copies annually.

### 6. HAWAII'S BIG ISLAND, OFFICIAL VACATION PLANNER

Highlights the diversity of the largest island including history, romance, and culture. Distribution: 100,000 copies annually.

### 7. O'AHU VACATION PLANNER

Also includes insights into the island's culture and heritage, and touring O'ahu's south, east, west and north shores. Distribution: 150,000 copies annually.

### 8. THE TRAVEL PROFESSIONALS GUIDE TO HAWAII

Hawai'i's most complete directory to the Hawai'i travel product. Includes valuable information that travel agents want, like up-to-date rates and retail commissions information. Primary distribution: 40,000 travel agents.

### 9. CORPORATE MEETINGS & INCENTIVES OFFICIAL PLANNER'S GUIDE

Designed for use by the meeting planner, the CMI planners' guide spotlights HVCB members who provide meeting facilities, accommodations and services in Hawai'i. Distribution: 25,000 copies annually.

## EXHIBIT B: TECHNICAL SPECIFICATIONS

### GUIDELINES FOR MEMBER CONTENT:

The HVCB provides its members with an online channel to promote their business to website visitors of [www.gohawaii.com](http://www.gohawaii.com). All members are encouraged to enrich the content of their own detail page on the site through copy and imagery. Member Content may be edited as necessary to meet Guidelines.

1. The text portion of the Member Content may not include subjective superlatives, such as "#1" or "best", should be comprised of sentences or short phrases.
2. You have the opportunity to enhance your website listing on [www.gohawaii.com](http://www.gohawaii.com) by submitting two images for display with your listing.
  - a. The smaller image must be 50x50 pixels with a file size of less than 11k. The larger image must be 165x165 pixels with a file size of less than 45k.
  - b. Both should be 72 DPI jpegs with medium compression and no border.
  - c. Submitted images which do not meet the above guidelines may be removed from the [www.gohawaii.com](http://www.gohawaii.com) website without notice to or consent of the Member.
  - d. Pricing, promotions, or other items subject to change without notice should not be included in your image, but rather in your text description only.
3. Member Content (esp. text descriptions and images) must be illustrative of your business, and should contribute to, complement, and be appropriate in consideration of the overall look and feel of [www.gohawaii.com](http://www.gohawaii.com), and support Hawai'i's "brand".
4. Hawai'i's Brand
  - a. "Hawai'i" is a powerful brand that resonates with consumers worldwide. Your own detail page will be more effective when it leverages the Hawai'i brand. To do so, please keep the following brand foundation for Hawai'i in mind when you are developing content for your member detail page.
  - b. *Hawai'i's Personality Adjectives*: Soothing, exotic, a natural beauty, warm, nurturing, and caring, yet upbeat, exciting

- and adventurous. Gracious, authentic (not kitschy, posed or pre-packaged), confident, friendly, and helpful.
- c. *Hawai'i's Color palette*: Pure and naturally occurring colors. Blues and greens and aquas. Bright and flower-like colors. Natural tapa. Textural.
- d. *Hawai'i's most appealing emotional benefits*: "A place to feel rejuvenated, refreshed and away from it all, where you can find lots of exciting and new things to see and do – and that create precious memories that will last a lifetime."

GUIDELINES FOR HYPERTEXT LINKS FROM WWW.GO HAWAII.COM TO MEMBER WEBSITE:

1. The hypertext link must point to a website for the business under whose name Member has registered with HVCB. Member's registered business name must be clearly visible on the homepage of the Linked Website. For example, if Member is registered with HVCB under the name "Ted's Bed & Breakfast," then the Linked Website must be the business website for Ted's Bed & Breakfast, and the name "Ted's Bed & Breakfast" must be clearly visible on the homepage of the Linked Website.
2. The hypertext link must point to a website featuring goods and services of the same type associated with Member's registration. For example, if Member is registered with HVCB as a wedding chapel, the hypertext link on the Member Listing cannot point to a website that offers snorkeling tours.

GUIDELINES FOR DISPLAY OF HVCB MEMBER LOGO:



HVCB authorizes Member while in good standing to use the HVCB Member Logo in the manner set forth in the "Terms and Conditions Regarding Your Use of HVCB's Logos."

EXHIBIT C: SUPPLEMENTAL SERVICES

In addition to the benefits and services that a Member is entitled to based on the Member's membership program level, certain other services are available for an additional charge, over and above the Member's membership dues. The following is a list of services available to current Members in good standing. Other restrictions may apply; this list is subject to change.

- |   |                         |
|---|-------------------------|
| 1. Additional Category Listing or Link per Visitor Publication ( <i>where applicable</i> )                        | \$100                   |
| 2. Additional Link from www.meethawaii.com ( <i>where applicable</i> )  | \$100                   |
| 3. Additional Category Listing or Link "across the board" in all Visitor Publications ( <i>where applicable</i> ) | \$250                   |
| 4. Electronic (emailed) Lead Generation Service ( <i>i.e. Family, Golf, Romance</i> )                             | \$75 per svc., per qtr. |
| 5. Information Distribution Service   | Varies based on request |

*\*Actual investment level is equal to the higher of the two amounts (formula vs. minimum investment).*

Membership Department  
 2270 Kalakaua Avenue, #801  
 Honolulu, HI 96815  
 Tel 808.923.1811  
 Fax 808.924.0294  
 membership@hvcb.org  
 www.hvcb.org/membership