

Referral Madness Member Guidelines and Policies



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Introduction

Referral Madness (RM) is a place where business professionals come together to network, refer and learn. RM's purpose is to maintain a group of professional business leaders made up of small business owners and commissioned sales people with the sole purpose of furthering the business of RM members, giving back to the community and creating meaningful professional relationships.

Members and guests alike should feel comfortable sharing ideas and information about their businesses without the use of profanity, sexism, racism or bigotry. We strive to **give, grow and engage** in all areas. To that end, we expect that each meeting attendee, whether member or guest, will conduct themselves in a professional manner from the initial introduction to the exit.

Our Values:

- Conducting business in a highly ethical way
- Contribution to Community
- Integrity

Referral Madness Executive Leadership

RM is led by the Executive Leadership Team made up of Tony Olson, Tyler Jennings, and Austin Holt. All Chapter leadership report directly to the RM Executive Leadership Team. Their role is to provide structure, big picture vision and leadership, system support, procedures, guidelines and chapter leadership guidance.

Chapter Level Leadership

The leadership of Referral Madness at the chapter level will consist of a President, Vice-President, Secretary and Guest Services Coordinator. These positions are intended to be for one-year terms, and will be agreed upon by majority vote of membership committee.

Nomination period closes one more prior to the fiscal year end.

Chapter Leadership Position Contracts:

You can find all Chapter Leadership Position Contracts and descriptions here:

- [Vice President Position Contract](#)
- [Secretary Position Contract](#)
- [President Position Contract](#)
- [Non Officer Position Descriptions](#)
- [Guest Services Position Contract](#)

If you're viewing a printed version of this document, please visit www.referralmadness.com/contracts

Leadership Resignation

Chapter President – If a Chapter President resigns from leadership before the annual voting period, a member of the chapter leadership team will serve as the interim Chapter President until said person can be voted into the Chapter Leader role by the membership committee.

Chapter Leader Role - If a leadership team member resigns before the annual vote the Chapter President can appoint a member to a leadership team position, if the member desires to assume the role that is open. If more than one person wants to fill the leadership team member position, the membership committee will vote on the members and the majority winner will assume the new leadership team role.

Member Conflicts

Should a member conflict arise for either two members of a similar industry wanting to join or a complaint against a member by another member arise; The entire leadership team must vote on an action to be taken on the matter (either allowing both members to stay/join or removal/denial of a member). Should ANYONE be denied or a membership be revoked, their information MUST be forwarded to anthonyrayolson@gmail.com

Problem With Another Member

If the majority of the chapter leadership requests that a member be removed we will have the Chapter President or a Referral Madness Executive Leadership remove the member(s) from the chapter.

Members filing the complaint can transfer membership to another chapter or can partner with Referral Madness to start a new group that does not conflict with the existing group.

Membership & Member Guidelines

Membership is by invitation only and must be approved by a majority vote of the membership committee. To maintain good standing, members must abide by all provisions of this document.

Members are expected to value their participation in the group by

- Missing no more than (2) meetings in a 6 month period without a substitute
- Not sharing referrals from RM in other networking groups
- Being mindful of category overlaps
- Abiding by the ethical standards of your industry
- Promptly following up on referrals received
- I am committed to being on time to the meeting
- I am willing to commit to doing meet-ups with members on a regular basis to learn more about how I can help their business grow and to let them know what type of referrals or strategic partners would benefit me
- Conducting your business professionally in a manner that positively reflects on RM.

If you have a conflict with another member in the group while doing business together, it is expected that you will make every attempt to resolve those differences with the individual first. If you are unable to resolve the issue between yourselves, please privately contact a

member of your chapter's membership committee. DO NOT take the issue before the group or broadcast negative comments or concerns among the group. The membership committee will provide direction and guidance through the situation. If the membership committee cannot resolve the issue, the RM Executive Leadership can mediate.

By becoming a member of RM you agree to follow these standards as outlined above in the Member Guidelines. You also agree that if you do not follow the guidelines, your membership can and will be terminated. Termination is at the sole discretion of the membership committee.

Renewals and Dues

All members must remain current with their membership dues to attend meetings. Renewals are specific to the member and when you originally joined. Membership dues are set at the RM Executive Leadership level.

Refund of Dues

Referral Madness does not issue refunds without the approval of the RM Executive Leadership. If you sign up for a chapter, and due to a member conflict (industry related) or a chapter closes before your payment expires, we will issue a statement of credit for the remaining months you are entitled to for you to join another group.

Meeting Cancellations

Referral Madness chapters follow the open/close schedule of the school district the group is in, except for normal schools breaks. Should the local area schools for that district be closed for emergency inclement weather. The Chapter Leadership should notify all members and their meeting venue that they will not be meeting as soon as the school district has determined to close their schools. All chapters meet during summer unless otherwise directed.

Attendance

All members must attend personally or have a representative attend in their place. Substitutes do not necessarily have to be from the member's business and will be required to give member's 30 second showcase. Members are permitted to miss up to (2) meetings in a six month rolling period without a substitute in their place. Violation of this will result in a 6 month probation period. If violation of this rule occurs in the probation period, the chapter leadership team can revoke the member's membership. If the member's membership should be revoked, no refunds or credits will be given.

If you miss more than 15 minutes of the meeting, you're considered late. If you miss 20 minutes of the meeting, you're considered absent. Two lates equals an absence. (This all includes arriving late, leaving early, or stepping out)

Network Marketing/Direct Sales Policy

We gladly welcome Networking Marketing representatives to all chapters. To protect the sanctity of the time of the meetings and the reputation of our organization, no recruiting information/pitches are allowed to be mentioned during any 30 second presentations or during their member spotlight. Violation of this will result in a 6 month probation period. If violation of this rule occurs in the probation period, the chapter leadership team can revoke the member's membership. If the member's membership should be revoked, no refunds or credits will be given.

Free Memberships

Free Memberships are awarded to the following: RM Executive Leadership, Regional Staff, Chapter President, Vice-President and Founding Member. All other free memberships must be approved by RM Executive Leadership.

Indemnification & Performance Disclosure

You, the member, agrees to hold RM and it's heirs, owners, agents and the like harmless from all loss, liability or harm that may result in participating as a guest, or member, or member substitute of RM.

Member also understands that RM offers no guarantee of new business or monetary gain by joining RM. It is up to member to show up and give their all to ensure their highest chances of success.

Meetings

Each meeting is anticipated to last not more than 90 minutes, beginning at the agreed upon time. Meetings are weekly unless otherwise agreed upon. Each meeting will provide an opportunity for the sharing of business and industry updates, an introduction of your particular business, a referral exchange and a presentation of up to 20 minutes by either a member or a guest presenter.

Guests

Members are encouraged to invite guests of a non-competing industry to attend meetings. A guest may attend two meetings before joining. A guest is a prospective member who is not a current member, has not attended more than 2 meetings and has not applied to join a chapter.

Before inviting guests to your RM chapter meeting, it is encouraged that you have met with the prospective member to explain RM and determine if it is a good fit for both parties.

If it appears the prospective member is a good fit and interested in RM, please refer them to referralmadness.com/application

Quality of Referrals

Members should only pass referrals that they have spoken to and know that are currently seeking another member's services. Referral Madness does not approve of members passing "cold leads/cold calls" to each other.

When Giving Referrals and Reporting Close of Business

Members shall use Referral Runway (app.referralrunway.com) to pass referrals and record their status, when they close, and the revenue or commission generated.

Conduct During Meetings + Tips For Successful Meetings

- Be 5 minutes early or exactly on time.

- Do not speak out of turn.
- Bring a supply of business cards (150) and promotional materials for distribution and display.
- Be professional and refrain from all use of profanity, derogatory talk, gossip, and other negative communication.
- Please silence all electronic devices.
- If applicable, tip the wait staff well and be polite at all times to the hosting staff/venues.
- Please wear professional attire that corresponds to your industry. Remember first impressions go a long way.
- Be polite and welcoming to all other members and all visitors regardless of personal conflict, conflicting industries, etc.
- Follow the instructions/directions of the chapter leadership or event host at all times.
- You are to positively talk about chapter, regional, and corporate leadership at all times.
- Stick to your 30 second business commercial. If necessary, have it written down. Know your target market and ideal client
- Always come with a focused and positive attitude.
- Make guests feel welcome by taking the initiative to introduce yourself.

New Chapter Requirements

For a Chapter to be added to Referral Madness as an official chapter, the chapter must have 10 active members, and the Chapter President/Founding Member must complete the (4) week new chapter apprenticeship program.

Chapter does not officially charter until the chapter has 15 members, at which the fiscal year of membership will begin.

Chapter Closing Requirements

For a chapter to be closed, the chapter leadership team must make a request in writing to Referral Madness Executive Leadership with applicable reasons. Upon approval Referral Madness Executive Leadership will issue a letter of credit to all remaining members for them to be able to transfer to any other group or join a future group.

Model Release

From time to time, photos and videos may be taken during chapter meetings and posted to the RM website, marketing material or social media. As a member, you agree that you are 18+ and understand that a photo or video of you may be used in the mentioned mediums. Member also understands that photo or video of them may be taken by another member and posted to websites, social media, etc. Member releases RM of any harm, loss, claim or liability as it results from said photos or videos from being displayed or marketed.

Privacy Policy & Disclosures

RM is committed to protecting your privacy and developing technology that gives you the most powerful and safest online experience. This Statement of Privacy applies to the RM website and referralrunway.com and governs data collection and usage. By using the RM website, you consent to the data practices described in this statement.

Security of your Personal Information

RM secures your personal information from unauthorized access, use or disclosure. RM secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Collection of your Personal Information

RM collects personally identifiable information, such as your e-mail address, name, addresses, or telephone number.

There is also information about your computer hardware and software that is automatically collected by RM and the marketing partners of RM (Google Analytics, websites, and other third-party marketing companies). This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by RM to provide general statistics regarding use of the RM website.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through RM public message boards, referral systems, or other information input systems this information may be collected and used by others, other than contacts referred and transaction related information.

RM encourages you to review the privacy statements of Web sites you choose to link to from RM so that you can understand how those websites collect, use and share your

information. RM is not responsible for the privacy statements or other content on websites outside of RM owned/operated websites.

Use of your Personal Information

RM collects and uses your personal information to operate the RM website and deliver the services you have requested. RM also uses your personally identifiable information to inform you of other products or services available from RM and its affiliates. RM may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

RM does not sell, rent or lease its customer lists to third parties. RM may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, RM may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to RM, and they are required to maintain the confidentiality of your information.

RM does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

RM keeps track of the websites and pages our customers visit within RM, in order to determine what RM services are the most popular. This data is used to deliver customized content and advertising within RM to customers whose behavior indicates that they are interested in a particular subject area.

RM websites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on RM or the site; (b) protect and defend the rights or property of RM; and, (c) act under exigent circumstances to protect the personal safety of users of RM, or the public.

Use of Cookies

The RM website use “cookies” to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you. One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalize RM pages, or register with RM site or services, a cookie helps RM to recall your specific information on following visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same RM website, the information you previously provided can be retrieved, so you can easily use the RM features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the RM services or Web sites you visit.

RM welcomes your comments regarding these policies. If you believe that RM or its' members/leaders have not adhered to these policies, please contact RM at anthonyrayolson@gmail.com

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