Registration Terms & Conditions

Updated: May 2026 (updates marked with Asterix)

1. Overview

1.1 The Creative Industries Independent Standards Authority (CIISA) promotes good working practices across the creative industries. We develop industry standards for workplace behaviour, known as The CIISA Standards.

1.2 We are an independent, non-statutory standards authority. Organisations can register with us on a voluntary basis (Registrants). Registration shows that the Registrant supports CIISA and the CIISA Standards.

1.3 We also develop guidance and resources and support Registrants to take practical steps to embed the CIISA Standards in their work where this is needed. We also encourage open discussion about workplace behaviour.

1.4 The CIISA Standards are not legal requirements and do not replace an organisation's own legal obligations. Each organisation remains responsible for its own legal compliance, decisions, and practices.

2. What Registration Means

2.1 Registering with CIISA signals an organisation's support for CIISA and the CIISA Standards. Registration Fees help fund CIISA's services and its work developing and promoting the CIISA Standards.*

2.2 In return for the Registration Fee, CIISA provides a Registrant with access to:

- CIISA's Registration Mark
- exclusive guidance, resources, and services to support embedding the CIISA Standards
- opportunities to engage with CIISA and input into the development of our work.

2.3 CIISA is not a membership organisation or professional body. This means that Registering with CIISA does not give a Registrant membership rights or allows CIISA to represent the Registrant's commercial or trade interests.

2.4 Registration is not an assessment or certification of a Registrant's practices. Registering with CIISA does not create a supervisory or enforcement relationship between CIISA and Registrants. Participation in CIISA's services is voluntary.

2.5 CIISA does not provide legal advice and is not responsible for a Registrant's legal compliance or organisational conduct.

2.6 CIISA will:

- maintain and publish the CIISA Register on its website with accurate information about Registrants and their registration status
- provide Registrants with guidance, resources, and engagement opportunities to support understanding and implementation of the CIISA Standards

- respond to queries about Registration and the CIISA Standards within a reasonable timeframe
- review the CIISA Standards and related guidance periodically to reflect developments and good practice
- operate the Registration scheme in a fair, transparent, and proportionate way
- offer opportunities for engagement, input, and feedback on CIISA's work
- operate a clear and fair routes for complaints and concerns about CIISA's Registration process.*

3. Use of CIISA's Registration Mark and Intellectual Property

3.1 Registrants get exclusive access to use CIISA's Registration Mark. Registration does not allow the Registrant to use CIISA's corporate logo (CIISA's Logo) unless CIISA agrees to this in writing.

3.2 In return, the Registrant agrees to:

- follow CIISA's guidance on how to use CIISA's Registration Mark
- not use any trademark, sign or symbol that could be confused with CIISA's Registration Mark or CIISA's Logo
- not allow CIISA's Registration Mark to be used by organisations that are not covered by the Registration
- not use CIISA's Registration Mark or CIISA's Logo in a misleading way or in a way that harms CIISA's reputation
- not copy or share materials intended only for Registrants (except internally) without CIISA's written permission
- stop using CIISA's Registration Mark and remove references to Registration promptly if Registration ends or is suspended.

3.3 CIISA owns all intellectual property rights in the CIISA Standards, CIISA's Registration Mark, CIISA's Logo and all related materials and branding. Registration does not transfer any ownership rights.

3.4 Except for listing Registrants and their registration status on the CIISA Register, CIISA will not use the Registrant's name, logo, trademarks, branding, or refer to the Registrant in any marketing, promotional, fundraising, media or other external communications without the Registrant's prior written consent.*

4. Registration Process and Fees

4.1 Organisations can apply for Registration by submitting an application form or by contacting CIISA by email at registration@ciisa.org.uk.

4.2 CIISA will assess each application against its Eligibility Criteria. CIISA may decline an application if the criteria are not met. CIISA reserves the right to decline any application that would be inconsistent with CIISA's role and objectives.

4.3 Registrants must pay an annual Registration Fee under the most appropriate Band that matches the Registrant's UK Annual Turnover or equivalent. CIISA's Registration Period starts on 1 April each year, ending on 31 March the following year. Details of Registration Fee Bands and how they are calculated can be found on CIISA's website.

4.4 The Registrant is responsible for selecting the correct Band based on its Annual UK Turnover. CIISA may request reasonable evidence to confirm the correct Band. Registration Fees are exclusive of VAT (if applicable) and are non-refundable unless required by law.

4.5 Reduced rates for Registration Fees are available for registered charities or not-for-profit organisations. More details can be found on CIISA's website. CIISA may request evidence to confirm eligibility.

4.6 Registration Fees are charged on an annual basis, unless otherwise agreed in writing with CIISA in advance. Registration Fees are frozen at the relevant levels under each Band until 31 March 2029. CIISA reserves the right to review the Registration Fee Bands in consultation with Registrants and other stakeholders by 31 March 2029, with any changes taking effect from 1 April 2029. CIISA will give Registrants reasonable advance notice of any changes.

4.7 Corporate Groups may also apply for a group Registration that includes subsidiaries or related entities. They can be included when:

- each one is listed on CIISA's Registration Form during the application process, where practicable. Where this is not practicable, a representative list or group structure may be provided.*
- each one meets CIISA's Eligibility Criteria
- CIISA does not require it to register separately in accordance with 4.8 below.

4.8 Unless CIISA agrees otherwise, CIISA will normally require a separate Registration where the Annual UK Turnover of a subsidiary or related entity would place it within Fee Band 2 or higher if it applied separately.

4.9 When Registration includes subsidiaries or related entities in a Corporate Group, the Registrant will take reasonable steps to inform them of the Registration and how each one can engage with the CIISA Standards and CIISA's materials.

5. Registration status

5.1 Registration begins when CIISA approves an application and receives the appropriate Registration Fee in full.

5.2 Registration does not renew automatically and will expire at the end of each Registration Period, unless the Registrant confirms it wishes to continue and pays the appropriate Registration Fee.

5.3 The Registrant may end Registration during the Registration Period by giving three months written notice.*

5.4 CIISA may pause or end Registration where:

- the Registrant commits a material breach of these Terms
- the Registrant has become insolvent or ceased, or is likely to cease, trading
- the Registrant has acted in a way that harms the integrity or reputation of CIISA or its Registration scheme.

5.5 Pausing or ending Registration does not entitle the Registrant to a refund of Registration Fees, except where required by law and does not affect any rights or obligations that have already arisen, including those relating to confidentiality and intellectual property.

6. Confidentiality

6.1 Each party will keep confidential any Confidential Information it receives from the other party in connection with these Terms. Confidential Information does not include information that:

- is publicly available (other than through a failure to comply with these Terms);
- was lawfully in the receiving party's possession before disclosure;
- is lawfully obtained from a third party without restriction; or
- is independently developed without reference to the Confidential Information.

7. Limitation of liability

7.1 CIISA is not responsible for any loss of profit, loss of business or opportunities, damage to reputation or goodwill, or any indirect or consequential loss linked to Registration or its services, where CIISA has acted in good faith and in accordance with these Terms.

7.2 Subject to 7.1, CIISA's total liability under these Terms will not exceed the Registration Fee paid for the relevant Annual Registration Period.

7.3 Nothing in these Terms limits or excludes any liability that cannot legally be limited or excluded.

8. Third party rights

8.1 A person who is not a party to these Terms has no right to enforce any of them under the Contracts (Rights of Third Parties) Act 1999.

9. Variation and Assignment

9.1 The Registrant may not transfer or assign its rights or obligations under these Terms without CIISA's prior written consent.

9.2 CIISA may amend these Terms on reasonable notice. Where practicable, CIISA will engage with Registrants before implementing any material amendment to the Terms.* Changes that materially affect Registrants' rights will normally take effect from the start of the next annual Registration Period unless earlier implementation is required by law.

9.3 If CIISA introduces a material change during an annual Registration Period that is not required by law and adversely affects a Registrant, the Registrant may end its Registration by giving written notice to take effect at the end of that period.

9.4 Continued Registration after a change takes effect constitutes acceptance of the updated Terms.

10. Waivers

10.1 If CIISA does not immediately enforce a right under these Terms, it does not lose that right. The rights and remedies provided in these Terms are cumulative and shall not exclude any rights or remedies provided by law.

11. Dispute resolution

11.1 Even if this agreement has ended, both parties agree to resolve any issues in good faith through negotiation, mediation, or another private and informal process before taking legal action.

12. Force Majeure

12.1 Neither party is responsible for delays caused by events beyond reasonable control, such as natural disasters, pandemics, war, civil unrest, or major infrastructure failures. Where possible, the affected party should notify the other party and take reasonable steps to reduce the impact.

13. Entire agreement

13.1 These Terms set out the entire agreement between CIISA and the Registrant regarding Registration and replace previous agreements or discussions on the same subject.

14. Severability

14.1 If any provision of these Terms is found to be invalid or unenforceable, the rest will continue to apply. Where possible, the provision will be adjusted only as much as necessary to make it valid and enforceable.

15. Governing Law

15.1 These Terms shall be governed by and construed in accordance with the laws of England and Wales.