

### **Membership Subscriptions Refund Policy**

1. Because GA membership subscriptions are deemed to be annual commitments, refunds are not usually<sup>1</sup> issued. Any member has the right to have their name deleted from the GA's membership database at any time, but in this event there shall be no rebate of any part of the subscription already paid unless exceptional circumstances apply.
2. A refund of membership subscriptions will therefore usually only be made in circumstances where because of lead times e.g. in the case of Direct Debits, it has not been possible to prevent collection of a payment despite having been contacted by the member to cancel or amend their subscription prior to their renewal date.
3. Please note that refunds will not usually be made to members who indicate that they could retrospectively have been in a lower cost membership category e.g. a full personal member who could have been entitled to the concessionary rate. The onus is on members to inform the GA of any required changes to their circumstances at the time of their membership renewal.
4. Whilst there is no entitlement, in the event of exceptional circumstances the GA's practice is to allow partial refunds based on the balance remaining, calculated on a pro rata termly rate to the end of the membership year.
5. If an individual pays for a personal membership subscription of the GA, they will have a 7 day 'cooling-off' period during which they have the right to cancel their subscription and receive a full refund. If you decide to cancel within the 7 days, we will refund your payment within 30 days of your cancellation. This clause complies with the EU Distance Selling Directive and is part of UK law under the Consumer Protection Regulations that relate to distance selling. This law applies to all UK based transactions where the consumer does not meet the vendor. These regulations do not govern contracts between businesses.
6. Access to the member area of the GA website [www.geography.org.uk](http://www.geography.org.uk) is governed by a unique member username and password, which will be de-activated if a GA membership is cancelled. Notwithstanding the above 7 day 'cooling-off' period clause, no refund will be issued if the GA has reason to believe that a member has benefited by having had access to privileged member-only information, obtaining member discounts or registering for courses and programmes during the 7 day period.
7. The GA reserves the right to charge an administration fee (up to 25% of the annual subscription fee) for any refunds issued in accordance with paragraphs 4 and 5 above).
8. Members wishing to cancel their subscription within the 7 day 'cooling-off' period should email [membership@geography.org.uk](mailto:membership@geography.org.uk) or write to Membership Services, Geographical Association, 160 Solly Street, Sheffield, S1 4BF, United Kingdom.

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<sup>1</sup> Subject to the personal member 7 day 'cooling-off' period clause set out in paragraph 5 above.