

# UKCP membership refund policy

## Refund eligibility

- All paid membership subscriptions will be subject to a 30 days cooling-off period from the date of renewal – ie 1 October every year.
- Any fees paid will be refunded in full to you once a written request to cancel or lapse your membership or has been received within the 30-day cooling-off period. Your request must be sent by email or recorded delivery. All emails must be sent to [membership@ukcp.org.uk](mailto:membership@ukcp.org.uk). All correspondence should be received by 31 October.
- We will refund by the same method that we received the payment.
- Where a member requests their membership of UKCP to be terminated after the 30-day cooling-off period they will not be eligible for any refund.
- We will not issue a refund even during the 30-day cooling-off period if your membership has been suspended or terminated by UKCP.
- An exception to this 30-day cooling-off policy is where UKCP is advised in writing along with a copy of the death certificate that a member is deceased then the fees collected will be refunded pro rata for the membership year.
- Occasionally, members may overpay the membership subscription. Overpayments will be deducted from the next subscription.

**This refund policy should be read in conjunction with the terms and conditions of the renewal notice.**