

Cancelling your membership

- Firstly, please ensure you have made the minimum of 12 monthly payments. If your mandate is cancelled before the minimum payments have been received, the full balance will become due for payment.
- If you pay annually, your membership is automatically cancelled if not renewed.
- Please cancel your mandate via you banking app, confirm by email to us. We will reply advising confirmation of cancellation of mandate and advise date for last use.
- If you are unable to cancel your mandate we can do this on your behalf. We require an email from the lead member.
- Allow a minimum of 5 working days. If your notification to us is too close to the payment date then the payment authorisation may have already been requested from your bank via GoCardless. We cannot offer refunds.
- We are unable to re-open closed memberships as details are completed deleted to comply with GDPR. You will need to complete a new membership form at current rates if you wish to re-join.
- Please ensure everyone on your membership is advised that the membership has been closed and is no longer available.
- We do not hold bank details. If you wish to change the bank account connected with the direct debit, please contact GoCardless.