



## MEMBERSHIP REFUND POLICY [FRG020]

### APPROACH TO REFUNDS

This refund policy complies with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, which came into force from 13 June 2014. The regulations apply to items bought online, at a distance, or away from a service provider's premises and they replace the Distance Selling Regulations and Doorstep Selling Regulations. These regulations do not govern contracts between businesses.

### POLICY STATEMENT ON REFUNDS

- 1. Consumer Rights** - If you pay for a membership with British Triathlon Home Nation Associations of Triathlon England, Triathlon Scotland or Welsh Triathlon you have, in accordance with the above law, a 14 day cooling off period - during which you have the right to cancel your subscription and receive a refund. The 14 days commences either from the signing up of the subscription or the receipt of your Membership documents whichever happens later. If you do decide to cancel within the 14 days, we will refund your payment within 14 days of your cancellation notice being received.
- 2. Refund Conditions** - No refund will be given to any individual who has benefited in any way from being a member of a Home Nation; e.g. by entering or competing in a Home Nation permitted event, by having access to coaching materials or by obtaining member discounts.
- 3. How to Cancel - New Members.** Should you wish to cancel your subscription within the 14 day cooling off period, please e-mail us at [membership@britishtriathlon.org](mailto:membership@britishtriathlon.org) or write to us at Membership, British Triathlon, PO Box 25, Loughborough, WLE11 3WX. Your membership card must be returned to the Membership team immediately.
- 4. How to Cancel - Current Members** Please note that Direct Debit renewals will be notified of the renewal amount 10 days before payment is due. Should you no longer wish to maintain your subscription of membership you can notify us at any time between receiving your renewal notification and up to 14 days after the renewal is taken. Any subsequent request for a refund of a Direct Debit payment after the 14-day cooling off period will be subject to a £5 administration fee.

5.

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