



Membership

Your SOM membership is automatically renewed annually and runs from the 1st January until the 31st December. All members will be sent their invoice on or around the 4th January with advice on different payment options. Please note that if you have agreed to pay for your membership via direct debit your membership subscription payment will automatically be withdrawn from your account on the 4th February unless we are advised otherwise in writing. We reserve the right to refuse/cancel membership.

Cancelling Direct Debit

If you have agreed to pay your SOM membership subscription via direct debit and would like to stop your direct debit, you can do so at any time by emailing the membership team at membership@som.org.uk titled 'Cancelling Direct Debit'. We will process your request and you will receive confirmation that your direct debit has been successfully cancelled. ***Please note that this will not cancel your SOM membership.***

Cancelling your Membership and Refunds

If you wish to cancel your annual subscription, email us with the request at membership@som.org.uk titled 'Membership cancellation'. Upon receiving your request, a member of the membership team will respond to you by acknowledging your request and confirming any applicable refund amount and method. Please note that if you cancel your membership part way through the year, refund will be made from the next **full** calendar month. If you believe that you have been erroneously charged, please e-mail membership@som.org.uk stating the nature of your issue so that our membership team can help to resolve any problems and take appropriate action.

Refund Methods

If you wish to receive your refund via bank transfer, please e-mail our membership team your preferred account name, account number and sort code. If you wish to receive your refund via cheque, please indicate your preferred postal address.

Modifications

We reserve the right to revise the terms of these policies. Any changes made will apply to all memberships created or renewed after the date such change was



implemented. All memberships, regardless of type, are subject to the same cancellation policy.

Event attendance cancellation

We will aim to offer a refund if a cancellation has been received before catering arrangements have been finalised and aim to transfer registration to the same event at a new future date. However, refund policies may vary from event to event and we reserve the right to not offer a refund or cancel an event if there is low enrolment or other circumstances which would make the event non-viable.