

## ACP Refund & Cancellation Policy

### Underlying Principle

ACP membership fees and event fees are set on the basis of annual or event-specific budgeting.

Refunds for membership can only be issued when the ACP is notified of a change in membership status or attendance in a timely manner.

Where the ACP is not notified within a reasonable timeframe, refunds are generally not permitted because the organisation cannot retrospectively adjust budgeting or membership category status.

### Membership Refunds

The ACP registration year runs from **November (previous year) to October (current year)**.

Members are required to inform the ACP **promptly** of any change in employment status. (e.g., maternity leave, health leave, not working).

If members wish to change membership category this needs to be discussed with the Registrar prior to any change being implemented.

Failure to notify means the ACP may not be able to adjust membership category retrospectively.

### **Refunds for Previous Registration Years**

Membership fees for a **previous** registration year cannot be refunded under any circumstances.

- *Example:* A member who paid November–October and later states they stopped working in June is not eligible for a refund.

### **Changes Reported Within the Registration Year**

When a member contacts the ACP **within the current registration year** to advise they will begin maternity leave, health leave, or other specialised leave recognised by the employer leave :

- their membership category will be adjusted to **Not Working** from the effective date of leave to the end of the registration year.
- A **pro-rated refund** of the difference between the Full Member rate and the Not Working rate will be issued for this period.

*Example:* A member who contacts the ACP on 25 January to confirm they will be on maternity leave from February will be refunded the difference for February–October.

### **Late Notification of Leave**

If a member informs the ACP later in the year that they have been on leave since an earlier date:

- A refund cannot be issued **retrospectively**.

- Refunds may only be issued **from the date of notification forward**, reflecting when the status adjustment occurs.

*Example:* A member contacting the ACP in July to state they have been on maternity leave since January will be refunded only for **August–October**.

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### **Exceptional Circumstances**

In rare cases where a member could not reasonably have notified the ACP (e.g., prolonged hospitalisation or significant incapacity), the ACP may consider an exception to the above rules.

- Requests for exceptions must include appropriate supporting information.
- Decisions will be made by the **Registrar** and **Director of Professional Standards**, with consultation from the **CEO**, where necessary.

### **Voluntary Resignation of Membership**

If a member chooses to leave the ACP for personal or professional reasons unrelated to health, parental leave, or other change in work status:

- Refunds are **not usually issued**.
- Members typically cease membership at the point of annual renewal.

### **Events Refund & Cancellation Policy**

Unless otherwise stated, **all ACP events are non-refundable**.  
Cancellations made by registrants do not qualify for reimbursement.

#### **ACP Annual Conference**

The ACP Annual Conference has a specific cancellation policy:

#### **Cancellation Policy**

- A full refund minus a **£20 administrative fee** may be issued if the cancellation is received **six weeks or more** before the event.
- Cancellations received **within six weeks** of the Conference are **not eligible for a refund**.

#### **Event Transfer Policy**

- If a participant is no longer able to attend a booked event due to unforeseen circumstances, they may request to transfer their booking to an alternative event of comparable value, provided that a minimum of 48 hours' notice is given.
- Please note that no refunds will be issued in these circumstances. If the selected alternative event carries a higher fee, the participant will be responsible for paying the difference.

- All booking exchanges are subject to the discretion of the Administrator, and The ACP reserves the right to decline a transfer request or cancel a booking without offering an exchange or refund.

Summary:

<u>Scenario</u>	<u>Eligibility for Refund</u>	<u>Refund Calculation / Action</u>	<u>Notes</u>
<b>A. Member requests refund for a previous registration year</b>	✗ Not eligible	No refund issued	Refunds cannot be made for previous years. Example: If someone paid Dec–Oct (last year) but stopped working in June, no refund applies.
<b>B. Member notifies in January that they will go on maternity leave from February (current registration year)</b>	☑ Eligible	Refund pro rata for Feb–Oct difference between Full and Not Working membership rates if paid in full	Status updated to “Not Working” from February.
<b>C. Member notifies in July that they have been on maternity leave since January (current registration year)</b>	⚠ Partially eligible	Refund pro rata for Aug–Oct only (difference between Full and Not Working rates) if paid in full	Member did not notify earlier as required. Flexibility may apply only in exceptional cases.
<b>D. Member decides to leave midway through the year (voluntarily)</b>	✗ Not eligible	No refund issued	Members are expected to complete their registration year. Most choose to leave when their registration expires.
<b>E. Exceptional circumstances (e.g., hospitalisation)</b>	⚡ Possible exception	May be reviewed case-by-case	Registrar and Director of Professional Standards, in consultation with CEO, decide outcome.

<u>Event Type</u>	<u>Refund Policy</u>	<u>Details</u>
All regular events	✘ Non-refundable	Once booked, event fees cannot be refunded.
Annual Conference	⚠ Partially refundable	Full refund (minus £20 admin fee) if cancelled <b>six weeks before the event</b> <b>No refund</b> after that period.

Updated December 2025 by Director of Professional Standards

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