



THE ASSOCIATION FOR SCIENCE EDUCATION (ASE): REFUND POLICY

Background

Membership

ASE is a membership association. Membership is open to all, particularly those in the science education community, including teachers, technicians, lecturers, researchers and academics. Membership subscriptions are reviewed on an annual basis. Efforts are being made to move all subscriptions onto an annual basis and to ensure the majority of payments are paid electronically via bacs, credit card or direct debit.

1. ASE membership subscriptions are deemed to be issued commitment for the total length of the subscription plan. Any member has the right to have their name deleted from the ASE's membership database at any time, but in this event there would be no rebate of any part of the subscription already paid (outside of the cooling off period – see below).
2. A refund of membership subscriptions will be made in circumstances where because of lead times e.g. in the case of Direct Debits, it has not been possible to prevent collection of a payment despite having been contacted by the member to cancel or amend their subscription prior to their renewal date.
3. Refunds will not be made to members who indicate that they could retrospectively have been in a lower cost membership category through circumstances, concessions or promotions. The onus is on prospective members to inform the ASE of any requirements at the time of their membership application or renewal.
4. When an individual pays for a personal membership subscription to the ASE, they will have a 14 day 'cooling-off' period during which time they have the right to cancel their subscription and receive a full refund which will be refunded within 30 days of cancellation. (This clause complies with the EU Distance Selling Directive and is part of UK law under the Consumer Protection Regulations that relate to distance selling. This law applies to all UK based transactions where the consumer does not meet the vendor. These regulations do not govern contracts between businesses.) If during the 'cooling off' period the individual has made a purchase (e.g. of publications or conference fees) which enjoyed a member's discount, the refund will be reduced by the amount of the discount enjoyed. Beyond the cooling off period, whilst there is refunds will only be granted in the event of exceptional circumstances and at the discretion of the CEO or DoF. In these circumstances, the ASE's practice is to allow partial refunds based on the balance remaining, calculated on a pro-rata monthly rate to the end of the membership year.
5. Access to the member area of the ASE website www.ase.org.uk is governed by a unique member username and password, which will be de-activated if an ASE membership is cancelled or lapses. Notwithstanding the above 14 day

'cooling-off' period clause, no refund will be issued if the ASE has reason to believe that a member has benefited by having had access to privileged member-only information, obtaining member discounts or registering for courses and programmes during the 14 day 'cooling off' period.

6. The ASE reserves the right to charge an administration fee (of up to 25% of the plan total – if the plan is longer than one year then 25% will apply to the total cost of the plan) for any refunds issued in accordance with paragraph 4 above).
7. Members wishing to cancel their subscription within the 14 day 'cooling-off' period should email membership@ase.org.uk or write to The Membership Team, The Association for Science Education, College Lane, Hatfield, AL10 9AA United Kingdom quoting their full names and membership ID.

Bookshop

The sale of science books & educational materials via our publishing arm Millgate House falls within our charitable aims and objectives. Income generated in this way, supports the core charitable and educational activities of the Association.

The Returns Policy for Millgate can be found here: [Terms & Conditions - Millgate \(millgatehouse.co.uk\)](https://www.millgatehouse.co.uk/terms-conditions)

Conferences

ASE runs a number of regional and national conferences – these are major aspect of our charitable purposes to promote professional development, share practices and knowledge and promote a community of professional practice. Income generated from these events supports the core activities of the Association.

1. Delegate places at conferences may be limited and are offered on a first-come, first served basis. Places cannot be guaranteed until payment has been received.
2. Cancellation of registration up to 30 days before the event (or as detailed on the booking system for that event), will incur no cancellation charge unless otherwise stated within the specific event's booking information.
3. If a refund request is received less than 30 days before an event (or as detailed on the booking system for that event), no refunds will be made.
4. If you are unable to attend the event we welcome substitute delegates attending in your place at no additional cost. For security reasons, all requests for substitutions must be received via email at least 24 hours before the event with the name, job title and contact email for both the registered and replacement delegates to conferences@ase.org.uk
5. In the event that the conference is cancelled or cannot take place for any reason outside the control of ASE, all delegates will be informed as soon as possible and a full registration fee refund (if applicable) will be made. In this event, ASE accepts no responsibility and shall not be liable for covering travel, hotel or other costs incurred by delegates and guests.
6. We recommend that all delegates take out insurance to cover the cost of delegates fees as well as travel and accommodation to protect against non-attendance, for example for face to face events due to bad weather or travel strikes.

7. ASE reserves the right to modify the programme up to and including the day of the event.

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