



Overpayments policy

BSUG only accepts membership fees via the BSUG website.

Payments are recurring each year.

Cancellations

You can cancel your recurrent payment and BSUG membership by logging on and pressing the “Cancel” button.

Standing orders

It is your responsibility to cancel your existing standing orders, BSUG are not able to do this for you.

Standing order payments are no longer accepted.

Standing order payments will be refunded, once online payments are made, to the card used to make your online payment on the website. Minus an admin fee of **£25.00**

Please see here for the current membership options and costs:

<https://bsug.org.uk/pages/membership/how-to-join-bsug/98>

Overpayments/incorrect fees

Some members have historic standing orders, payments received in this way will **not** be accepted. It is your responsibility to pay the correct amount via the BSUG website and to cancel incorrect payments.

Refunds

If you do not cancel your out-of-date standing orders, or you make an incorrect payment, you will have until 1st December that year to claim a refund. Please supply evidence of the payment (copy of bank statement) this will incur **an admin charge of £25.00**. *Any overpayments/incorrectly paid fees that are not claimed by the deadline will be considered as donations to BSUG.*

Historic overpayments

Overpayments will only be refunded in the year they are made. Any monies that are not claimed by the deadline above will be considered as donations to BSUG.

BSUG International option

Members paying through the BSUG website will have their details passed to IUGA and EUGA. Please be aware that we have limited staff resources to deal with your enquiries. To claim a refund contact membership via bsug@rcog.org.uk.

Kind regards

BSUG exec

12th September 2022