

Overpayments and refund of BSUG membership fees

Payment of fees

- BSUG only accepts membership fees via the BSUG website.
- Payments are recurring each year.

Cancellations

- You can cancel your BSUG membership by logging on and changing selecting “Cancel” option at the bottom of the ‘about’ section
- It is your responsibility to cancel any existing standing orders, BSUG are not able to do this for you.
- Standing order payments will no longer be accepted.
- Standing order payments will be refunded to the card used to make your online payment on the website, minus an admin fee of **£25.00**. Payments via standing order and not made via the website will lead to suspension of membership services until correct payment is made via the website.

Please see website 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 on the BSUG website and to cancel incorrect payments.

Refunds

If you do not cancel your out-of-date standing orders, or make an incorrect payment, you will have until 1st December that year to claim a refund.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.

EUGA and IUGA

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 bsug@rcog.org.uk

Kind regards

BSUG exec
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