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## Covid-19 Membership Guidance from ukactive

Information updated: 22.04.20

### Membership

We are very aware of the current challenges facing organisations in the physical activity sector, so we are working extremely hard to provide all the support that we can at a time when our members need us more than ever before. Activities include lobbying the government, promoting the value of the health and fitness sector, and providing daily briefings to our members on the latest government announcements and guidance impacting our sector.

However, to provide these critical services, we do also need to ensure the financial stability of ukactive.

After completing a detailed analysis of our operations and cash-flow, we are now in a position to be able to offer the options shown in the FAQ's below.

If you should have any further queries not answered in the FAQ's then please email [membership@ukactive.org.uk](mailto:membership@ukactive.org.uk) or call 020 8158 9700 (ext 1) to speak to our Membership team.

#### 1.) Remaining Direct Debit collections for existing memberships

ukactive did not collect any membership direct debits in April. As we did not know what options we would be able to offer members at that time, we felt that this was the most sensible and fair choice. We also didn't want to make any collections without speaking to our members first, in case some were not in a position to make that payment.

We are now able to offer our members currently paying for membership by direct debit one of the following two options:

##### OPTION 1

If you are still in a position to pay for your membership fees at this time, then your direct debit collections can continue as normal. We will simply make a double collection in May to make up for the missed April collection, and single collections will then continue as normal from June onwards.

*Example: If you normally pay £100 per month, we would collect £200 in May, and then revert to £100 per month from June onwards.*



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## OPTION 2

If you are not in a position to pay for your membership fees at this time, then we can defer your membership fee collections until August 2020. Any fees remaining at that time will then be spread over the period remaining of the annual membership.

*Example: If you have an annual membership of £1,200, where you pay £100 per month, on a membership that runs from January to December.*

*You will have already paid £300 for January to March. We would then defer payments from April to July. Collections will start again in August 2020, so the remaining unpaid annual balance of £900 would be spread over those months (i.e. £180 per month would be collected from August to December).*

We have written to all membership direct debit customers by 23.04.20 to inform them of these options. **They have until 1<sup>st</sup> May 2020 to let us know of their preference, otherwise they will automatically be updated to Option 2.**

**Please do not cancel your Direct Debit.** We only make collections where a contract is in place, and as it requires significant administration to reinstate any cancelled direct debits, you may be charged an administration fee to facilitate this. If you should have questions or concerns then please contact [membership@ukactive.org.uk](mailto:membership@ukactive.org.uk) or call 020 8158 9700 (ext 1) to discuss.

### **2.) Members that have already cancelled their Direct Debit instruction with their bank**

If members have already cancelled the Direct Debit instruction with their bank relating to any remaining Direct Debit collections then the ukactive Membership team will be in contact to request that these are reinstated.

These members will still be offered options 1 or 2 detailed above in relation to future collections. As there is a contract in place, the direct debit instruction should not have been cancelled. As it requires significant administration to reinstate any cancelled direct debits, you may be charged an administration fee to facilitate this.



### **3.) Outstanding membership invoices (due February 2020 or earlier)**

As these invoices were due for payment before Covid-19 measures were put in place by the government, we would ask that these are promptly settled.

If you are not in a position to settle your invoice at this time though, then please contact our Membership team using [membership@ukactive.org.uk](mailto:membership@ukactive.org.uk) or by calling 020 8158 9700 (ext 1) to discuss.

### **4.) Membership renewals**

#### **(a) Direct Debits**

These will continue as normal. Any direct debit renewals will be offered the same payment options detailed above. Examples of how this would work for renewals are:

#### **OPTION 1**

If you are in a position to still pay for your membership fees at this time, then your direct debit collections can continue as normal.

*Example: If you normally pay £100 per month and your renewal is 1<sup>st</sup> June, we would collect £100 per month from June onwards.*

#### **OPTION 2**

If you are not in a position to pay for your membership fees at this time, then we can defer your membership fee collections until August 2020. Any fees remaining at that time will be spread over the existing life of the membership.

*Example: If you have an annual membership of £1,200, where you pay £100 per month, on a membership that runs from June 2020 to May 2021.*

*We will defer the payments for June and July 2020. Collections will start again in August 2020, so the remaining annual balance of £1,200 would be spread over those months (i.e. £120 per month would be collected from August 2020 to May 2021).*

**Please let us know of your preference before your renewal date, otherwise you will automatically be updated to Option 2.**



## **(b) Invoices**

Although renewal invoices will still be generated, we will not expect invoices raised from March to June 2020 to be settled until August 2020 if members cannot afford to pay at this time. However, we kindly request that any outstanding invoices are promptly settled in August 2020 so ukactive can continue to support our members and the sector into the future.

If you would like to change your payment type from invoice to direct debit on renewal, then please contact our Membership team using [membership@ukactive.org.uk](mailto:membership@ukactive.org.uk) or by calling 020 8158 9700 (ext 1) to discuss, at least 30 days before your renewal is due.

## **(c) Cancellations**

Cancellations must be sent to [cancellations@ukactive.org.uk](mailto:cancellations@ukactive.org.uk) and acknowledged 30 days prior to the renewal date.

If you are thinking of cancelling, then our Membership team would be happy to discuss the benefits of ukactive membership with you before you do so. You can contact them via email using [membership@ukactive.org.uk](mailto:membership@ukactive.org.uk) or by calling 020 8158 9700 (ext 1).

## **5.) Refunds on existing ukactive Memberships**

ukactive is still working incredibly hard on behalf of the sector and our members. Activities include lobbying the government, promoting the value of the health and fitness sector, and providing daily briefings to our members on the latest government announcements and guidance impacting our sector.

As such, refunds will not be possible, but we hope the above payment options will be helpful for our members at a time when cash-flow may be a significant concern for them.

Our Membership team is available to provide any advice and support that they can, so please contact them using [membership@ukactive.org.uk](mailto:membership@ukactive.org.uk) or by calling 020 8158 9700 (ext 1) and they will be happy to speak to you.