



Covid-19 Licensing Guidance from ukactive

Information updated 30 April 2020

Licensing

ukactive has been in discussion with PPL, VPL and MPLC around member licensing requirements which have been impacted by COVID-19. The guidance below has been provided by each organisation to answer the questions that have been raised.

If you have any further queries not answered in the FAQ document on the ukactive website, please email: licensing@ukactive.org.uk

PPL Licences

All PPL Exercise to Music tariff (PPLPP222) queries and issues are to be addressed by ukactive. Please therefore email licensing@ukactive.org.uk if you have any questions.

Any questions relating to The Music Licence should be directed to PPLPRS. Further guidance is available on its website: <https://pplprs.co.uk/business-update/>

1. Remaining Direct Debit collections

Please do not cancel your Direct Debit mandate.

If you are a ukactive member and are having difficulty paying then please email licensing@ukactive.org.uk to discuss options for future payments. PPL has agreed to defer collection dates to July and offered extended payment terms so Direct Debits can be spread over the remaining months of the licence to help support members' cash-flow.

Example: 1 January 2020 renewal would be able to spread any remaining Direct Debit instalments across all months up to November 2020, with the option of pausing May and June collections. Full payment of the licence needs to be made in full one month in advance of the new licence beginning – in this example, all payments made by 30 November.

Members have the option of pausing payments until July or continue to make payments in May. All members impacted by this have been contacted. If ukactive does not hear back from members then no collection will be processed until July.

No Direct Debit collections will be made without informing members in advance. Please do not cancel your Direct Debit mandate as it significantly increases ukactive's administration to restate this.



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2. Members that have already cancelled their Direct Debit mandate

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

If you are having difficulty paying then please email licensing@ukactive.org.uk to discuss options for future payments. PPL has agreed to defer collection dates to July and offered extended payment terms so Direct Debits can be spread over the remaining months of the licence to help support members' cash-flow.

Example: 1 January 2020 renewal would be able to spread any remaining Direct Debit instalments across all months up to November 2020, with collections paused in May and June. Full payment of the licence needs to be made in full one month in advance of the new licence beginning – in this example, all payments made by 30 November.

No Direct Debit collections will be made without informing members in advance.

3. Refunds on existing PPL Licences – Temporary closure of facilities

PPL has confirmed that there will be no refunds relating to the temporary closure of facilities. Any overpayment of current licences will be applied as a credit upon renewal. Members should keep a log of any cancelled classes so that this can be evidenced as part of renewal discussions.

4. Refunds on existing PPL Licences – Members that have ceased trading

For any member that has ceased trading, applications can be submitted for a refund of the unexpired period of the licence. Please provide details of any refund claim to licensing@ukactive.org.uk. These will be shared with PPL for approval before any refunds are confirmed and processed.

5. Licence renewals

It is anticipated that this will be a difficult time for members to provide class information ahead of any licence renewals. If you do still want to go ahead with the licence review process as normal, you can of course do so. Please contact licensing@ukactive.org.uk and a member of the team can help facilitate this request.

If you have already provided ukactive with class numbers then a pro-forma invoice will be produced. Please contact licensing@ukactive.org.uk to discuss payment options.

If you wish to delay your licence review process at this time, due to the current COVID-19 situation, we completely understand that this may not be a priority for you. Please let us



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know that this is your preference by contacting licensing@ukactive.org.uk and a member of the team will discuss options with you.

6. Unpaid licence invoices

If you have unpaid licence invoices then please contact licensing@ukactive.org.uk to discuss payment options. PPL has agreed to offer extended payment terms so Direct Debits can be setup to spread the costs over the remaining months of the licence to help members cash-flow. These Direct Debits do not need to begin until July. Example: 1 January 2020 renewal would be able to spread any remaining Direct Debit instalments across all months up to November 2020. Full payment of the licence needs to be made in full 1 month in advance of the new licence beginning – in this example, all payments made by 30 November.

Please do not part-pay the invoice that you have received. If you would like to pay in instalments then contact licensing@ukactive.org.uk to setup Direct Debit instalments. If members are unable to pay via Direct Debit instalments then this will be logged with PPL.

7. Surcharges relating to late payment

Until further notice, no surcharges will be applied for any late payments of invoices

VPL Licences

VPL queries will be dealt with in line with the rules and processes outlined above for PPL.

MPLC Licences

1. Remaining Direct Debit collections

Please do not cancel your direct debit mandate. MPLC has confirmed that all remaining direct debit collections will be frozen for the next two months. Therefore, no collections will be made in April or May for any outstanding balances. Members do not need to contact ukactive to apply for this extension.

The situation will be reviewed before collections are re-started, and you will be informed of any proposed new collection dates ahead of the money being collected.

2. Members that have already cancelled their Direct Debit mandate

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



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If members are having difficulty paying then please email licensing@ukactive.org.uk to discuss options for future payments. MPLC have already confirmed that no collections will be made in April and May. No Direct Debit collections will be made without informing members in advance.

3. Refunds on existing MPLC licences

MPLC's terms and conditions state that refunds should not be issued. MPLC has confirmed that it will, however, review this at the end of the outbreak once the full extent of the situation can be understood and measured.