



Covid-19 Licensing Guidance from ukactive

Information updated 23rd July 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. 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 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. 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. All Direct debit payers will receive an amended schedule.

Please do not cancel your Direct Debit mandate as it significantly increases ukactive's administration to restate this.

2. Members that have already cancelled their Direct Debit mandate



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If members have already cancelled their Direct Debit mandates relating to any remaining Direct Debit collections then they will need to be re-instated by 17th August 2020.

If you are having difficulty paying then please email licensing@ukactive.org.uk to discuss options for future payments.

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 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. All Direct debit payers will receive an amended schedule.

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.

If you are currently in the process of renewing your licence then please refer to the guidance below.

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

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.

Licences are to be renewed as normal, however if members request credits to cover the period of closure or any changes of class numbers for the remainder of the licence period then please can you confirm in writing to licensing@ukactive.org.uk. You will then be re-issued with an updated invoice.

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



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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 August. 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

8. Online Streaming

Following PPL's recent guidance, your PPLPP222 licence now covers online classes. Please see the additional guidance on our website for further details. If you would like to amend your class figures to include any online classes that you have run, or are currently operating, please contact us licensing@ukactive.org.uk, and your invoice will be adjusted accordingly.

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

No Direct Debit collections will be made without informing members in advance. However members will receive a new schedule with the proposed collection date of 20th September 2020.

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 they will need to give permission for these to be re-instated by 17th August 2020.

If members are having difficulty paying then please email licensing@ukactive.org.uk to discuss options for future payments. No Direct Debit collections will be made without informing members in advance.

3. Refunds on existing MPLC licences



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MPLC's terms and conditions state that refunds will not be issued. However in order to compensate members for the period of site closure, MPLC invoices will now be renewed in May 2021 instead of January 2021. There will be no further charge for the period 1st January to 30th April 2021. This is to cover the temporary closures caused by the pandemic between March 2020 – July 2020*

* Please note that this only currently relates to sites in England. Further guidance is being sought regarding Scottish and Welsh sites