

Covid-19 Licensing Guidance from ukactive

Information updated 2nd December 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 from ukactive members 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/>

Separate guidance is included on the ukactive website regarding streaming of live online classes. Please refer to this separate FAQ document in the first instance.

1. Direct Debit collections

Please do not cancel your Direct Debit mandate with ukactive. Cancelling this without informing us in advance significantly increases ukactive's administration to reinstate.

If you are an ukactive member and 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. All Direct debit payers will receive an amended payment schedule. If you have not received one then please contact licensing@ukactive.org.uk

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 be re-instated as soon as possible to ensure that licences remain valid.

If you 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. All Direct debit payers will receive an amended schedule. If you have not received one then please contact licensing@ukactive.org.uk

3. Refunds on existing PPL Licences – Temporary closure of facilities due to government guidelines and restrictions

PPL has confirmed that there will be no refunds relating to the temporary closure of facilities. Any overpayment of current licences due to classes not being run 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.

ukactive is reviewing all renewals and licence invoices which remain unpaid, and is manually applying credits for the periods of national lockdown. Please note any restrictions at a regional level will not be automatically applied. If members have experienced additional periods of closure or have run reduced class timetables then please can you confirm in writing to licensing@ukactive.org.uk. You will then be re-issued with an updated invoice to reflect the required credit.

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.

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 guidance, your PPLPP222 licence now covers live 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 live online classes that you have run, or are currently operating, please contact us licensing@ukactive.org.uk, and your invoice will be adjusted accordingly.

Please note that this licence does not cover on-demand classes (not steamed live to members).

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.

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 as soon as possible to ensure that your licence remains valid.

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. If you have not received one then please contact licensing@ukactive.org.uk

3. Refunds on existing MPLC licences

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 on 1st June 2021 instead of January 2021. There will be no further charge for the period 1st January to 31st May 2021. This is to cover the temporary closures caused by the pandemic.