

SoBRA refund policy

This document gives details of the SoBRA policy on refunds for membership fees, accreditation application fees, payments made for conferences or other events hosted / organised by SoBRA.

Membership fees

Membership fees are charged annually with a renewal date of the anniversary of the initial date of joining SoBRA. Fees vary depending on the category of membership:

- (i) not for profit / student membership
- (ii) 'standard' membership, and
- (iii) accredited / registered members (i.e. those who hold ASoBRA or RSoBRA).

Annual membership fees are either paid through a recurring PayPal payment (set up by the member and not by SoBRA) or through a manual payment made annually by the member. Members are strongly encouraged to renew their membership when they are logged into their account to ensure the correct fee is paid. If the incorrect fee is paid by a member, SoBRA reserve the right to levy the outstanding membership fee due, and refunds are not available for over payment.

SoBRA sends members an automated renewal email notification approximately one week prior to their membership expiry date to notify that a recurring PayPal payment will be taken or, to remind those members who pay manually, that payment is required. Once fees are paid, membership will be renewed for the following 12 months. If payment is not made by the due date, membership will automatically be terminated.

It is the sole responsibility of the member to cancel any recurring PayPal payment that they have set up via their PayPal account should they wish to cancel their membership for the next 12 months. SoBRA cannot cancel recurring PayPal payments for a member.

SoBRA will, as a gesture of goodwill, refund any membership fees paid in error within 14 days of the due date. Refund requests should be made to info@sobra.org.uk including:

- the SoBRA member name
- email address linked to their membership
- date the payment was made
- name of the payer (normally the SoBRA member) or name of the PayPal account from which the payment was made.

Refunds will be made into the named PayPal or named bank account from which the original payment was made.

Any refund request made beyond 14 days of the date paid will not be refunded.

Events

Fees charged for events are to cover administration of the event, which typically includes venue hire, catering costs and any fees or expenses charged by speakers in advance of the event. SoBRA will typically incur these costs at an early stage of the event management.

SoBRA will, as a gesture of goodwill, cancel an event booking and provide a full refund of the amount paid by the attendee if a request is made 14 days or more before the date of the conference or event. No refunds will be paid after the event has taken place.

Any cancellation made within 14 days of the conference or event will not be refunded.

Cancellations and refund requests should be made to info@sobra.org.uk including:

- the attendee's name
- the date the booking was made (which is normally the date of payment)
- email address linked to the conference or event booking (the booking may have been made by a third party on behalf of the attendee)
- name of the payer or name of the PayPal account from which the payment was made.

Refunds will only be made into the named PayPal account or named bank account from which the payment was made (which for conferences and events may not be the attendee and may be a third party at their organisation). Conference payments made via Eventbrite will be refunded via this route.

Accreditation application fees

Please refer to Section 3.5 of the SoBRA Register of Risk Assessors Assessment Framework and Guidance document available at <https://sobra.org.uk/accreditation/>.