NACAS – Refund & Cancellation Policy

Effective Date: 19/02/2026
Applies to: All NACAS Membership Subscriptions

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1. Introduction

This Refund & Cancellation Policy applies to all memberships purchased from the **National Association of Care & Support Workers Ltd ("NACAS", "we", "us", "our")**.

Membership is an online subscription service and is subject to UK consumer protection legislation.

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2. Statutory 14-Day Cooling-Off Period

2.1 Where membership is purchased online or at a distance, members have a statutory right to cancel within 14 calendar days from the date membership is confirmed.

2.2 During this Cooling-Off Period, members may cancel for any reason.

2.3 If cancelled within 14 days:

- A full refund will be issued where no substantial membership benefits have been used.
- Where membership benefits have been accessed (including member portal access, downloads, discounted services, event access, advisory services, or similar benefits), NACAS may deduct a reasonable amount for services supplied prior to cancellation, in accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2.4 Refunds will be processed within 14 days of receiving a valid written cancellation request.

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3. How to Cancel (Cooling-Off Period)

3.1 Cancellation requests must be made in writing via email to:
Lily@nacas.org.uk

3.2 Requests must include:

- Full name

- Membership number (if known)
- Registered email address
- Clear statement of intention to cancel

3.3 Refunds will be issued to the original payment method where possible.

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4. Cancellation After the Cooling-Off Period

4.1 Members may cancel their membership at any time after the Cooling-Off Period.

4.2 Cancellation will take effect at the end of the current paid Billing Period (monthly or annual).

4.3 Members will retain access to membership benefits until the final day of the paid Billing Period.

4.4 Once the Cooling-Off Period has expired, membership fees are non-refundable except where:

- Required by law; or
- NACAS determines, at its discretion, that exceptional circumstances apply.

Example – Monthly Membership

If a member purchases a monthly membership on 1st January and cancels on 15th January, they will retain access until 31st January. No further payments will be taken.

Example – Yearly Membership

If a member purchases a yearly membership on 1st January and chooses to cancel on 15th January, they will retain access until 31st December. No further payments will be taken.

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5. Auto-Renewal & Post-Renewal Cancellation

5.1 Membership subscriptions renew automatically unless cancelled before the renewal date.

5.2 Members will receive advance notice of renewal in accordance with applicable consumer law.

5.3 If cancellation is requested within 14 days following an automatic renewal payment:

- NACAS may issue a refund subject to a reasonable administrative fee not exceeding 10% of the membership fee; or
- Allow membership to continue until the end of the renewed Billing Period.

5.4 After 14 days from renewal, renewal fees are non-refundable.

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6. Prevention of Membership Misuse

6.1 NACAS reserves the right to deduct the value of any benefits received where a member joins and cancels primarily to access discounted services or member-only benefits.

6.2 Evidence of misuse may include:

- Immediate cancellation following use of discounted services
- Repeated joining and cancellation patterns
- Significant benefit usage during the Cooling-Off Period

6.3 NACAS reserves the right to refuse future membership applications where misuse is identified.

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7. Exceptional Circumstances

7.1 NACAS may, at its absolute discretion, consider partial or full refunds outside this policy in cases such as:

- Administrative error

7.2 This does not create a binding precedent for future cases.

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8. Changes to Membership Fees

8.1 The National Association of Care & Support Workers Ltd ("NACAS") reserves the right to amend or increase membership fees at any time.

8.2 Members will be provided with reasonable prior notice of any fee changes before they take effect.

8.3 Any revised fees will apply from the next applicable Billing Period following the notice period.

8.4 If a member does not agree to the revised fee, they may cancel their membership before the new fee takes effect.

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9. Contact Details

For all cancellation or refund enquiries, please contact:

Email: Lily@nacas.org.uk
Organisation: National Association of Care & Support Workers Ltd (NACAS)