

NACAS Membership Refund & Cancellation Policy

1. Cooling-Off Period

New members who join NACAS online or at a distance are entitled to a **7-day cooling-off period**, starting from the date membership is confirmed.

During this period, members may cancel their membership for any reason and receive a **full refund**, provided the cancellation request is made within the 7-day period.

2. How to Cancel During the Cooling-Off Period

To cancel within the cooling-off period, members must submit a cancellation request in writing by email to: enquiries@nacas.org.uk

The request must include:

- Full name
- Membership number
- Date of joining
- A clear statement that the member wishes to cancel

Refunds will be processed to the original payment method.

3. Cancellation After the Cooling-Off Period

If membership is cancelled **after the cooling-off period**, the membership will be **terminated with effect from the date of cancellation**.

- **No refund will be issued**
 - **Access to all member services and benefits will cease immediately**
 - Cancellation after the cooling-off period does not affect NACAS's right to retain the full membership fee for the current term
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4. Access to Member Benefits

Some member benefits and services are available immediately upon joining; however, certain benefits — including legal advice — are subject to additional eligibility criteria, such as minimum membership duration, membership level, and exclusions for pre-existing matters. Full details are outlined in the relevant membership benefit terms.

5. Legal Advice Benefit – Clarification

Where legal advice is offered as part of a membership level (Gold membership):

- A **minimum continuous membership period of three (3) months** applies
- Legal advice does **not** cover **pre-existing matters**
- Eligibility is determined in accordance with NACAS legal support terms

Joining NACAS does not guarantee immediate access to legal advice.

6. Renewals

Membership renewal fees are **non-refundable once processed**.

Refunds will only be issued where NACAS is legally required to do so, for example:

- Where a statutory cancellation right applies, or
 - Where a payment has been taken in error
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7. General

- This policy applies to all NACAS membership levels unless otherwise stated
 - NACAS reserves the right to amend this policy in line with legal or operational requirements
 - The most current version of this policy will always be available on the NACAS website
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