

NACAS – Membership Terms & Conditions

1. NACAS Membership Terms & Conditions

1.1 About NACAS

The National Association of Care & Support Workers (NACAS) is a professional membership organisation providing support, guidance, and resources to care and support workers.

Membership is voluntary and does not replace employer responsibilities, statutory regulation, or professional registration requirements.

1.2 Membership Levels

NACAS offers different membership levels. Each level provides access to specific benefits as described on the NACAS website at the time of joining.

Benefits vary by membership level and may be subject to eligibility criteria, waiting periods, and exclusions.

1.3 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.

1.4 Legal Advice (Gold Membership)

Where legal advice is included as a membership benefit:

- A minimum of **three (3) months' continuous gold membership** is required
- Legal advice does **not** apply to pre-existing matters
- Legal advice is subject to the terms of NACAS's legal support arrangements

Access to legal advice is not guaranteed and is provided at NACAS's discretion in line with published terms.

1.5 Member Responsibilities

Members agree to:

- Provide accurate information when joining
- Use NACAS resources responsibly
- Not misrepresent NACAS membership as statutory regulation

NACAS reserves the right to suspend or terminate membership where terms are breached.

1.6 Termination by NACAS

NACAS may terminate or suspend membership without refund where:

- Terms & Conditions are breached
- False or misleading information is provided
- Membership is misused

2. NACAS Refund & Cancellation Policy

2.1 Cooling-Off Period

Members who join 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 for any reason and receive a **full refund**.

2.2 How to Cancel (Cooling-Off Period)

Cancellation requests must be made in writing by email to:

enquiries@nacas.org.uk

Requests must include:

- Full name
- Membership Number
- Email address
- Clear intention to cancel

Refunds will be issued to the original payment method.

2.3 Cancellation After the Cooling-Off Period

If membership is cancelled after the cooling-off period:

- Membership will be **terminated immediately**
- **No refund will be issued**
- **Access to all member services and benefits will cease immediately**

Cancellation does not affect NACAS's right to retain the full membership fee for the paid term.

2.4 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
- Where a payment has been taken in error

3. NACAS Privacy & Data Use (Minimum Required)

NACAS processes personal data in accordance with UK data protection law.

Personal data is used for:

- Membership administration
- Communication with members
- Provision of member services

Data will not be shared with third parties except where required for service delivery or by law.