

17) Society Membership Refund Policy

In accordance with UK law, those who have purchased a membership to a society have a seven day cooling-off period during which they have the right to cancel the membership and receive a full refund. This should be requested through the Student Involvement department.

Within the seven days, no reason needs to be given to cancel the membership.

To receive a refund, a valid receipt must be presented. If there is no receipt, a refund cannot be given.

AN additional 14 day taster period is offered, where the Union may refund up to 75% of the membership costs within this period. For the sake of clarity, the taster period begins 8 days after the time and date of purchase and ceases 21 days after the time and date of purchase. Thereafter no refund will be given.

If a member chooses to cancel the membership after 21 days of the original payment (including the seven day cooling-off period and an additional fourteen days to allow for taster sessions and trials), then the Union will not refund the payment as it is considered that the individual will have benefitted from being an active member by having access to member information, obtaining associated discounts, and participating in activity.

Contacts: To get a refund on a society membership fee, contact the Welcome Centre on Students.Union@solent.ac.uk or call us on 02383 013389.

Here is the process:

Bring your receipt to the Welcome Centre – 1st floor of the Union building

Complete a membership refund form with details of the society, amount paid and your account details (if applicable)

Staff at the Welcome Centre will check documents and can give a cash refund or the funds can be transferred to your bank account (if applicable)

For more information on the societies that you have signed up for please contact Student.Involvement@solent.ac.uk.