AEnvCoW Individual Membership Subscription Policy

1. Subscription Payments and Renewal

All members of AEnvCoW are required to hold an active annual subscription.

- Subscriptions are paid **online via Stripe** through the member's account on the AEnvCoW website.
- On joining AEnvCoW, members are automatically enrolled in **annual auto-renewal**.
- The annual subscription fee is charged on the renewal date using the payment method held with Stripe.
- Members can view and manage their subscription at any time via:

  Member Login at https://associationofenvcows.org/login
  → Manage Subscription → Access card details (Stripe)

AEnvCoW will issue a renewal reminder in advance of the renewal date to prompt members to ensure their payment details are up to date. It is the member's responsibility to **maintain valid payment details** to allow successful renewal.

2. Non-Payment and Lapsed Membership

If a subscription payment is not successfully taken:

- Members have **30 days from the issue of the expired membership reminder email** to complete payment.
- Failure to pay within this period will result in **lapsed membership**.

Lapsed members are not entitled to any membership rights or benefits and **must not represent themselves as members of AEnvCoW**.

3. Restrictions on Lapsed Members

While membership is lapsed, individuals will not be able to:

- Access the Members' Area
- Register for webinars
- Receive discounted rates for events, training, or other member benefits
- Participate in the Members' Forum
- Be listed on the "Search for an AEnvCoW" directory
- Publish or maintain case studies on the AEnvCoW website
- Use the AEnvCoW suffix
- Claim or imply membership of AEnvCoW in any professional capacity

4. Professional Body Membership Requirement

Membership of AEnvCoW is conditional upon maintaining active membership of the relevant professional body or bodies.

- If a member's professional body membership lapses, their **AEnvCoW membership is automatically considered lapsed**.
- AEnvCoW membership will remain lapsed until professional body membership is reinstated.

5. Reinstatement of Lapsed Membership

Members wishing to reinstate their membership after lapsing must:

- Pay the **full outstanding subscription amount** covering the lapsed period, calculated on a **pro-rata monthly basis**, at the **current subscription rate**,
- Plus a **30% administration mark-up**.
- Once the new invoice is issued, this must be paid **within 7 days**.

Reinstatement Payment Terms:

- The initial reinstatement invoice must be paid within 14 days of issue.
- If payment is not received within this period, a £50 administration fee will be applied and a revised invoice will be issued.
- The revised invoice must be paid within a further 14 days.
- Failure to settle the revised invoice within this timeframe will result in the membership remaining lapsed, and the individual will be required to re-apply for membership in accordance with the standard application process.

Reinstatement is handled case-by-case. The member must contact AEnvCoW at info@aenvcow.org to confirm the outstanding amount before reinstatement can occur.

- If membership has been lapsed for **more than two years**, the individual must **re-apply** for membership.
- AEnvCoW may seek feedback from lapsed members to understand reasons for lapse.

6. Membership Deferral

Members who wish to temporarily defer their membership must contact AEnvCoW in writing.

Deferrals may be considered by the Management Team in circumstances such as:

- Career breaks
- Maternity or paternity leave
- Ill-health or financial hardship

Deferral is **not automatic** and must be agreed by the Management Team in advance. During an approved deferral, membership benefits are suspended unless otherwise agreed.

7. Cancellation of Membership

Members who wish to cancel their membership must:

- Submit a request **in writing** to info@aenvcow.org
- At least **30 days prior to the renewal date**.

Cancellation requests received after this deadline will not prevent the annual renewal payment from being taken.

8. Refunds

- **No refunds** are issued for membership payments already taken.
- This includes cases where a member fails to notify AEnvCoW of cancellation **at least 30 days in advance** of the renewal date.

By maintaining membership, individuals agree to these terms.