

Cancellation policy

We calculate your membership in whole calendar months.

We respectfully ask you to give notice of one calendar month or more, if you give notice during a month, we will treat it as if we received it on the first day of the following month and the notice period will run from that day.

For example, if you need to give us one month's notice to end your membership and we receive your notice on 13 October, your notice will start from 1 November. It will run out on 30 November. You will pay one more direct debit on the 3rd of the month following you giving notice.

The only exception to this is if you give us notice at the beginning of a month. This means that if we receive notice from you up to and including the fourth day of a month, we will treat it as if we received it on the first day of that month and the notice period will run from that day.