



**UK Society for
Behaviour Analysis**

**PAYMENT, CANCELLATION
AND REFUND POLICY
STATEMENT
FOR UK-SBA MEMBERSHIP
AND EVENTS**

Committee responsible: Treasurer/Membership
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1. UK-SBA Membership

1.1 Payment

1.1.1 Membership is paid for electronically via Stripe® (payments links are available on registration and renewal webpages).

1.1.2 We do not issue receipts at the point of payment ; proof of payment is provided through the transaction record with the registrant's bank or credit card. However, should you require a receipt to claim back expenses from your institution, please contact admin@uk-sba.org

1.2 Membership Cancellation by UK-SBA

1.2.1 UK-SBA reserves the right to refuse/cancel a membership at any point during a term. If a membership is cancelled by the UK-SBA mid-term, the UK-SBA are not obliged to refund the remaining days on the term of membership, this will be at the discretion of the UK-SBA. The member will be fully informed if a membership is refused/cancelled.

1.2.2 The UK-SBA reserves the right to refuse a new or renewing membership at the point of registration. In this instance the registrant will be offered a full refund of the registration fee at the point the decision to refuse is made. The refund will be made directly back to the card used to make the registration. No cash alternative and no alternative method of refund will be offered.

1.2.3 A refusal is made where an applicant does not hold eligibility to register under any of the registration categories or there is found to be reason for the applicant to be unsuitable for registration. The UK-SBA will provide the applicant with the reason for refusal. If a refusal is made the applicant can appeal this decision by writing to admin@uk-sba.org as per the guidance provided in the [UK-SBA Membership Registration Appeals Procedure](#).

Refusal may be due to any of the following reasons but is not limited to these:

- not holding relevant certification or qualification or experience
- not completed and evidenced the required CPD for renewal
- not holding and evidencing required safety to practice items i.e. insurance, safeguarding training, disclosure
- not working in the field of Behaviour Analysis
- a recorded disclosure deemed unsuitable for registration
- an unspent sanction under the UK-SBA register or any other register
- a current or past sanction under the UK-SBA register or any other register
- a safeguarding risk
- residing and/or practising outside of the UK
- provided false information for registration
- the Board's discretion

1.2.4 A person is deemed eligible for registration with the UK-SBA provided they hold the correct certification or qualification or experience to join one of the registration categories AND resides and practises within the UK. The person must also be deemed safe to practice.

- 1.2.5 A person will not be refused membership if they are awaiting evidence for their safety to practice items as long as they hold the correct certification or qualification or experience to register under one of the categories. However, approval to the searchable register and permission to use the UK-SBA badge and where appropriate use the PSA Quality Mark, can only be made once all supporting evidence has been uploaded to an account and approved by the UK-SBA.
- 1.2.6 A new registrant or a renewed registrant will only be approved and visible on the register once all fields of the account are completed fully AND all supporting evidence has been uploaded to the account and approved by the UK-SBA. The onus to complete the account in full and upload all required evidence is on the registrant and this should be done before payment is made for the registration. There will be no refunds made for any period of time that an account remains unapproved. It is the registrant's own responsibility to notify the UK-SBA as soon as all missing information has been uploaded/completed if the account was incomplete at the point of making their payment.

1.3 Membership Cancellation by Participant

- 1.3.1 Membership is a fixed term 12month period and as such no refunds will be issued if a member chooses to cancel their membership prior to the expiry date.
- 1.3.2 Membership can only be approved once the account is completed in full by the member and the member has evidenced fully their eligibility for membership, evidenced any qualification/training cited on their account, evidenced their insurance and where working with children and/or vulnerable adults have evidenced their disclosure as per the mandatory terms of membership. For those renewing they must also have uploaded their evidence of continuing professional development units as per the mandatory terms of membership.
- 1.3.3 No days will be refunded whilst an incomplete account is not ready for approval. It is the member's responsibility to complete their account ready for approval and this should be done before submitting for registration/renewal. If a member registers/renews with an incomplete account this will delay the point of approval and the member will lose approved days on their account. These days are non-refundable.

Only once a membership is fully approved will the member's profile appear on the searchable register. Only at approval will the member be eligible to be included in all mailings and to access all member benefits and event discounts.

It is the responsibility of the member to ensure their account is completed in full at the point of registration/renewal.

- 1.3.4 Membership cannot be paused for a period of absence during a current term, for example for maternity leave or a sabbatical. In such instances there is no refund and continuing professional development units must still be collected and evidenced for the current term of membership as per the mandatory terms of membership.

Where a registrant is not practising in the field of Behaviour Analysis but wishes to remain on the register they must inform the UK-SBA and their status will be changed accordingly. They would be listed as not working and unavailable for work and supervision and would not be required to update their insurance,

safeguarding or disclosure during this dormant period. As soon as they return to their role or are seeking employment in the field of Behaviour Analysis, they must inform the UK-SBA and update their account with their current insurance, safeguarding and disclosure evidence if any of these has lapsed. There would be no refund for this dormant period, and they would still need to provide all continuing professional development units for the full term of registration.

- 1.3.5 Where a member chooses to leave the UK mid-term there will be no refund of the remaining period. At the point a member leaves The UK the membership will be closed. If the member returns to the UK within the term of membership the account can be made live again for the remaining number of days. In this case the member must ensure their insurance, safeguarding and disclosure are still current and all continuing professional development units must still be collected and evidenced for the current term of membership as per the mandatory terms of membership.

2. UK-SBA Events

2.1 Payment

- 2.1.1 All payments for a UK-SBA events MUST be received in full 10 days prior to the event. Payments must be made electronically via Stripe® (payments links are available on event registration webpages). Payments cannot be made in cash or over the phone. In the event the registrant cannot make a payment via Stripe®, the UK-SBA may be able to offer payment by electronic invoice at the discretion of the Treasurer.
- 2.1.2 We do not issue receipts for payment; proof of payment is provided through the transaction record with the registrant's bank or credit card. However, should you require a receipt to claim back expenses from your institution, please contact admin@uk-sba.org

2.2 Registered Attendee Cancellations and Refunds

- 2.2.1 Cancellation requests must be received in writing to admin@uk-sba.org no less than 10 working days prior to the first day of the event. We will not refund registration fees for requests received after this deadline. All refunds are subject to a £15 administration fee. This fee will be deducted from the refund before the reimbursement is made.
- 2.2.2 Refunds will be made via Stripe® to the card used to make the original payment. Refunds cannot be issued in cash or over the phone.

Where a registration fee had been paid via electronic invoice, the Treasurer will refund the payment via direct bank transfer and the registrant will be required to provide the relevant bank details for this payment.

2.3 Transfer of Registration

- 2.3.1 If a registrant is unable to attend an event, we cannot transfer registration to another attendee. The registrant must cancel their booking, and the replacement attendee will need to book onto the event as a new separate booking. We cannot hold a place for the replacement attendee.

A refund to the cancelled booking will be granted only if the cancellation is made no less than 10 working days prior to the first day of the event as outlined in the refund policy. An administration fee of £15 will be applied to the refund and this fee will be deducted before the reimbursement is made.

3. UK-SBA Amendments and Cancellations of Events

3.1 Amendments

- 3.1.1 The UK-SBA reserves the right to amend a programme up to the day of the event. In the event there are unforeseen circumstances where changes are required to a programme, venue, or speakers, we will inform the registered attendees via their registered email address as soon as possible to detail and explain any necessary changes. No refunds or credit-notes will be issued for amended events, provided those events occur on the same days and cities as the original advertised events.

3.2 Cancellations

- 3.2.1 Where the UK-SBA has to cancel an entire event, all registered attendees will be contacted as soon as is practicable via their registered email address and issued a full refund via the original payment method in accordance with the refund policy.
- 3.2.2 Where the UK-SBA has to cancel part of an event, all registered attendees will be contacted as soon as is practicable via their registered email address and a proportion of the registration fee will be refunded via the original payment method in accordance with the refund policy. The proportion of refunded fees will be calculated by the Treasurer as a percentage of the event that has been cancelled.
- 3.2.3 In instances of fully or partially cancelled events, the UK-SBA accepts no responsibility for loss, or any additional costs incurred by registered attendees, including but not limited to, travel, accommodation, meals, or membership fees. Reimbursement will not be made for such losses or additional costs incurred.