

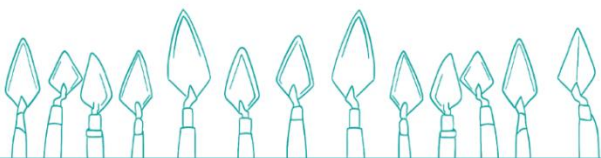
Council for British Archaeology

Refund and Cancellation Policy

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Refund and Cancellation Policy for the Council for British Archaeology

1. Our statement of general policy is:

1.1 The Council for British Archaeology (CBA) is committed to providing excellent customer service across their services, including:

- Membership
- British Archaeology Magazine Subscription
- Publication sales
- Events

1.2 Memberships are classified by HMRC as a charitable donation and, as such, are non-refundable. Membership can be cancelled at any time, but the CBA is unable to refund any part of your donation, unless the request for cancellation is made within 14 days of purchase or renewal.

1.3 The CBA recognises that when you buy goods from a business, in English, Scottish and Welsh law you have several rights as a consumer. These include the right to claim a refund, replacement, repair and/or compensation where the goods are faulty or misdescribed.

1.4 In addition to your legal rights, the CBA also allows you to return undamaged goods or cancel membership and attendance at events if you simply change your mind (within 14 days of purchase).

1.5 A request to cancel or return unused goods should be sent to the CBA, with proof of purchase within 14 days.

1.6 This policy applies to services, products or events provided directly by the CBA or membership of the CBA.

1.7 Where products, membership or events are provided by individual CBA groups or other 3rd parties via the CBA website, where refunds or cancellations are requested, these should be made to that 3rd party organisation.

Signed: 

Employer: Council for British Archaeology (CBA)

Date: January 2026

Review date: January 2027

2. Arrangements for refunds and cancellations

2.1. CBA membership

- 2.1.1 Memberships are classified by HMRC as a charitable donation and, as such, are non-refundable. Members are welcome to cancel their membership at any time but no refund will be made for any part of the donation.
- 2.1.2 Where annual membership is cancelled within 14 days of purchase or renewal a full refund will be provided.
- 2.1.3 Where annual membership is paid by monthly direct debit cancellation will take place at the end of the membership year. Members will need to continue to pay until the end of their membership year as per their monthly agreement.

2.2. Subscriptions to British Archaeology Magazine

- 2.2.1. Where an annual subscription to British Archaeology Magazine is cancelled within 14 days of purchase a full refund will be provided.
- 2.2.2. Where an annual subscription to British Archaeology Magazine is cancelled after 14 days then the following will apply:
 - a) A £10.00 administration fee will be taken.
 - b) The cost of the number of copies of British Archaeology magazine received during the subscription period will not be refunded (as of 2025, this cost is £8.95 per copy of the magazine and is subject to change).
 - c) The remaining amount refunded will reflect the number of months remaining on your subscription to British Archaeology Magazine.
- 2.2.3. Where an annual subscription to British Archaeology Magazine is paid monthly, cancellation will take place at the next monthly payment point unless within 14 days of the next monthly payment point. If within 14 days or less of the monthly payment point, cancellation will take effect from the following payment point after the 14 days.

2.3. Online shop and publications

- 2.3.1. Where a refund for a CBA product or publication is requested within 14 days of purchase a full refund will be provided upon receipt of the returned item, provided the item is returned in pristine condition.
- 2.3.2. Where the product or publication has not been received by the purchaser, the CBA will refund the full amount within 14 days of the request.
- 2.3.3. Where the product or publication has been received by the purchaser, the purchaser will have 14 days from the date of the request to return the item. Once returned, the CBA will have 14 days to refund the full amount. The CBA is unable to cover the cost of the return, which will be at the purchaser's expense.

2.4. Events

Where a charge is made for a CBA organised event, the following will apply:

- 2.4.1. The CBA recognises that where cancellations, without giving enough notice, or non-attendance at events occur, this prevents others from being able to purchase tickets and therefore we reserve the right to refuse refunds or apply an administration fee.
- 2.4.2. Where the CBA must cancel an event, every attempt will be made to contact the booked participants as soon as possible via their provided contact details. At this time participants will be offered a full refund or tickets to an alternative event if available. Where the participants have provided incorrect contact details, the CBA cannot be held responsible for the failure to inform them of any cancellation.
- 2.4.3. Where attendance at a CBA event is cancelled up to 14 days prior to the event, a refund minus a £10.00 administration fee will be provided. Any event where tickets cost up to the value of £10.00 will be non-refundable.
- 2.4.4. Where attendance at a CBA event is cancelled within 14 days prior to the event, or on non-attendance, no refund will be provided.

2.5. Donations

- 2.5.1. Under charity law, charities are not permitted to refund donations, other than in exceptional circumstances. For more information, please see the Charities Act 2011: <https://www.legislation.gov.uk/ukpga/2011/25/contentst 2011>.
- 2.5.2. We will consider a refund of any duplicate donations (but not the original donation) made in error.

END