



# Membership Subscription 2024

## Frequently Asked Questions

### **1. How and when do I pay my annual membership subscription?**

If you pay by Direct Debit, your payment will be automatically collected from the account detailed on the Membership Subscription Invoice on Tuesday 2 January 2024.

If you pay by any other accepted method, we must receive your payment by Tuesday 2 January 2024.

### **2. I want to amend an item on the Membership Subscription Proforma Invoice, e.g. a Junior Member, Guardian Pass holder, golf pass, locker or post box. How can I do this?**

Please email the Membership Office with your amendment, membership number and full name. The email address can be found at the bottom of this page.

Please note that Guardian Passes or Junior Memberships of any age cannot be removed and then re-added later that year on a pro rata basis. Upon reactivation of the same named account, the full annual subscription will be payable.

### **3. How do I check that I am paying the correct Membership Subscription?**

All current membership categories and fees can be viewed on the Club's website under the 'Membership' section.

### **4. What do I do if my Direct Debit details have changed or I want to pay by Direct Debit for the first time?**

If you have not yet advised the Membership Office, please go online and update your payment methods and Direct Debit preferences under the 'My Account' section of the Club's website. Please note that all amendments will be required prior to Friday 15 December 2023. The necessary amendments will then be made to ensure collection of payment on Tuesday 2 January 2024.

Any queries can be directed to the Membership Office. The details can be found at the bottom of this page.

### **5. Am I eligible for an 'Out of Town' membership?**

If you have been a Full Member for a complete calendar year, and live outside a radius of 150 miles of the Pall Mall clubhouse "as the crow flies" for nine months or more in any calendar year, then you are eligible for this category. Please contact the Membership Office and request an 'Out of Town' form.

**6. Can I pay my subscription in a foreign currency?**

No. All subscriptions must be paid in Pounds Sterling.

**7. I am considering resigning, what should I do?**

If you are contemplating resigning your membership, please contact the Membership Office for advice. If you do wish to resign your membership, please do submit confirmation in writing, either by post or email.

**8. Who should I contact if I have a query about General Data Protection Regulations?**

If you have a question regarding the use of your data, please submit your query to [members@royalautomobileclub.co.uk](mailto:members@royalautomobileclub.co.uk). The Club's privacy policy can also be found on the Club website: [www.royalautomobileclub.co.uk](http://www.royalautomobileclub.co.uk).

**9. How do I donate to the staff fund?**

If you would like to contribute to the staff fund, please email [staff.fund@royalautomobileclub.co.uk](mailto:staff.fund@royalautomobileclub.co.uk) with your membership number, name and chosen amount. The amount you have requested will then appear on your monthly statement.

**10. I have a query that is not on this FAQ. Who should I contact?**

Any queries can be directed to the Membership Office, using the contact details below.

**Membership Office Tel:** 01372 229 600 **Email:** [members@royalautomobileclub.co.uk](mailto:members@royalautomobileclub.co.uk)