

Refund Policy

The following policy applies to BCS Membership Fees only. If you are seeking a refund for other products (such as journal subscriptions, course, events etc.) you should contact the relevant department to see if a refund can be obtained.

Please note, this policy only applies to BCS Membership Fees (including Affiliate membership). If you are seeking a refund for fees paid to our Affiliated Societies, then you should contact the relevant Society.

Refund Eligibility

Refunds for membership fees must be requested within 30 days of the payment being made. Requests that come in after this date will not be considered.

Requesting a Refund

All requests for refunds must be made in writing by the member seeking the refund. We cannot accept requests from 3rd parties or requests over the telephone.

To request a refund you must email, from the email account registered to your BCS Membership. You should email membership@bcs.com with your request. You must include the following information:

- Your name
- Your BCS number
- Reason for your request
- Payment date and method

Refund Process

If your refund meets the above criteria, we will endeavour to issue a refund within 30 days. Your refund will be returned to the account you originally made payment from.

Exceptions

There are instances where we will not issue a refund during the 30 day period. This will normally occur if you have been using BCS services during the 30 day period (for example digital products).