

## Membership Terms & Conditions

This page (together with the documents referred to on it) tells you ("you" means the individual reading these terms and conditions) the terms and conditions on which we ("we", "us", "our" and "CIPS" means the Chartered Institute of Procurement and Supply) offer subscriptions for membership of CIPS and is to be read in conjunction with our General Terms & Conditions of Business and Website Use [www.cips.org/t-and-c](http://www.cips.org/t-and-c) ("General Terms"). If there is an inconsistency between any of the provisions of this agreement and the General Terms, the provisions of these terms and conditions shall prevail.

Please read these terms and conditions carefully before applying to become a member of CIPS on our Website. You should understand that by applying to become a member of CIPS, you agree to be bound by these terms and conditions.

You should print a copy of these terms and conditions for future reference.

### 1. New membership applications

To become a member of CIPS, follow the instructions at the following link: [www.cips.org/membership/Why-Join-CIPS/How-to-Join/](http://www.cips.org/membership/Why-Join-CIPS/How-to-Join/). Please note that all future communications and membership documents will be addressed to you according to the way that you enter your name on the online application form.

You can also apply to be a member by post or email by filling out the membership application form which can be downloaded from the Website at the following link: [www.cips.org/membership/Why-Join-CIPS/How-to-become-a-CIPS-Member/](http://www.cips.org/membership/Why-Join-CIPS/How-to-become-a-CIPS-Member/), following the instructions on where to send the completed form and how to make payment. In certain countries, there is the opportunity to pay in local currency and submit your application form locally. Details of these options can be found on the relevant application forms.

When joining as a member online, a contract is made between you and CIPS when your membership registration has been completed, payment has been received in full and a membership number has been automatically generated and texted or emailed to you.

When joining as a member by any other method, a contract is made between you and CIPS upon the successful processing of your application form, when payment has been received in full (or a direct debit mandate has been received).

We aim to process paper membership applications within one week however during our busy times, please allow up to 28 (twenty eight) days for your membership application to be processed. If you become aware of any errors on your membership application form subsequent to submitting it to CIPS, please contact the Customer Response Centre (CRC) Team at [crc@cips.org](mailto:crc@cips.org) or by telephone on +44 (0) 845 880 1188.

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## 2. Membership renewals

If you are already a member and wish to renew your membership, please log onto the MyCIPS area of the Website and follow the instructions on how to renew your membership. Do not complete the membership application form above as this could result in a duplicate membership record being established.

## 3. Lapsed memberships

If your membership has lapsed for a period of 3 (three) months or more, you will be required to re-join, clearly stating your original membership number and to pay a re-join fee. In order to reactivate your lapsed membership, please either go online and follow instructions to re-join CIPS ensuring you quote your membership number to enable all your records to be safely restored, or phone our Customer Response Centre on: +44 (0) 845 880 1188. Members can avoid this re-join fee by ensuring they follow instructions and reminders to keep their membership up to date.

## 4. How to Pay

If you are joining CIPS by online application, you can only pay by credit or debit card. RBS Worldpay handles our online credit and debit card transactions in a secure environment. We accept American Express, Visa, Mastercard and Maestro.

### *Other payment methods*

Payments for paper applications can be made in the following ways:

- Credit or debit card;
- Direct debit;
- Cheques by post made payable to "CIPS" (ensuring you quote full name on the reverse of cheque);
- Bankers' draft by post made payable to "CIPS";
- Direct bank transfer to the CIPS bank account, details of which can be found below; or
- If you are an existing member of CIPS, using any credit that you have standing on your CIPS account.

You are advised to notify the CRC Team in advance if you wish to pay for your membership by direct bank transfer to ensure the swift processing of your application. Ensure your CIPS membership number (if you have it) is included as reference number and please provide a copy of the bank receipt to [crc@cips.org](mailto:crc@cips.org). Your membership application or renewal will not be processed until full payment is received.

Please note that for membership applications sent to CIPS in the United Kingdom, we do not accept payment by cash or payments in any currency other than UK pounds sterling. For customers in Australia, South Africa and other African countries, there is the opportunity to pay for your membership locally and in local currency. Please refer to the specific membership application form pertaining to your country of residence for details on how to pay and where to post your form.

Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorise payment, your application will be deemed void. CIPS will not accept any liability for costs incurred as a result of applications deemed void in this manner.

CIPS reserves the right to request further evidence to support your application.

If you have any questions, or require assistance, please contact the CRC Team at [crc@cips.org](mailto:crc@cips.org) or by telephone on +44 (0) 845 880 1188.

All membership fees quoted are for annual subscriptions and we will contact you when your subscription is due for renewal. If paying by direct debit, your membership will automatically renew after one year, and the direct debit will continue to come out of your bank account. If you cancel your direct debit, your membership will be at risk. If you wish to change your method of payment please contact the CRC Team at [crc@cips.org](mailto:crc@cips.org) or by telephone on +44 (0) 845 880 1188.

## 5. Cancellation of membership

Where the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 apply, you have 14 working days from the date of confirmation of your new membership in which to cancel your subscription. For online applications, this will be the day on which you are notified by email/text message that your membership registration has been completed. For other methods of application, this will mean 14 working days from the date that you receive the letter confirming your new membership.

The above cancellation rights only apply to those customers resident within the EU.

You can notify us of your wish to cancel your new membership by emailing the CRC Team at [crc@cips.org](mailto:crc@cips.org) or by telephone on +44 (0) 845 880 1188.

If you wish to exercise your right to cancel your membership, CIPS will refund the full cost. If payment for the order was originally made by credit card, any refund will be made back to the same card. If payment for the order was made by another method, such as cheque or bankers' draft, a refund will be made by direct bank transfer to a bank account that you elect or by crediting your CIPS account.

The above cancellation rights only apply to new membership applications and will not apply to renewals of existing memberships.

## 6. Notices

A notice given to CIPS under or in connection with these terms and conditions shall be in writing and sent to CIPS at the address (which is detailed in clause 8) or as otherwise notified in writing to us.

The following table sets out methods by which a notice may be sent and, if sent by that method, the corresponding deemed delivery date and time:

Delivery method	Deemed delivery date and time
Delivery by hand.	On signature of a delivery receipt or at the time the notice is left at the address.
Pre-paid first class post or other next working day delivery service providing proof of postage.	9.00 am on the second Business Day after posting or at the time recorded by the delivery service.
Pre-paid airmail providing proof of postage.	9.00 am on the fifth Business Day after posting or at the time recorded by the

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	delivery service.
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For the purpose of the above and calculating deemed receipt:

- all references to time are to local time in the place of deemed receipt; and
- if deemed receipt would occur in the place of deemed receipt on a Saturday or Sunday or a public holiday when banks are not open for business, deemed receipt is deemed to take place at 9.00 am on the day when business next starts in the place of receipt.

This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

## 7. Data Protection Statement

The personal data that we collect from you and hold is important to us and is handled in accordance with our Privacy Statement <https://www.cips.org/en-gb/aboutcips/general-terms--conditions/privacystatement/>. We are committed to ensuring that your privacy is protected. Where we ask you to provide information by which you can be identified you can be assured that it will only be used in accordance with this Privacy Statement.

## 8. CIPS bank details

Name of Bank	Barclays Bank plc
Address	46/49 Broad Street Stamford Lincolnshire PE9 1PZ
Sort Code	20-81-53
Account No	00511935
Account Name	Chartered Institute of Procurement and Supply
Swift Address	BARCGB22
IBAN (UK Sterling)	GB 51 BARC 2081 5300 5119 35

**Please email a copy of your bank receipt to our Customer Response Centre ([crc@cips.org](mailto:crc@cips.org)) ensuring you quote your full name and either your CIPS membership number, enquiry number or CIPS company number.**

## 9. Contact details for membership applications

Telephone: +44 (0) 845 880 1188  
Email enquiries: [helpdesk@cips.org](mailto:helpdesk@cips.org)

Address: CIPS  
CIP Helpdesk  
PO Box 9156  
Adamsway  
Mansfield  
Nottinghamshire  
NG18 8DS

VAT number: 342-6489-42

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## 10. Complaints

At CIPS we are committed to providing a high standard of customer care. If you are not happy with any element of the customer service that you have received from the CRC Team, please contact:

### **CIPS Customer Services**

[customer.services@cips.org](mailto:customer.services@cips.org)

Telephone: +44(0)1780 756777

## 11. Governing law

These terms and conditions shall be governed by and construed in accordance with the laws of England and you irrevocably submit to the exclusive jurisdiction of the courts of England.