

## CIPS 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. 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.

Whilst we will make every effort to keep changes to a minimum, we may make amendments to the terms and conditions at any time to reflect changes in market conditions affecting our business, changes to technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our systems capabilities. By continuing to use the Website and [www.cips-academy.org](http://www.cips-academy.org) subsequent to any changes, you agree to accept any changes made to the terms and conditions.

### CIPS Membership Subscriptions and MyCIPS

CIPS Membership subscriptions and all CIPS membership fees quoted are for annual subscriptions (12-months). You are required to renew and make payment prior to the expiry of your 12 month membership subscription in order to maintain your membership.

All members are provided with an online MyCIPS account which can be accessed via the CIPS website.

Your renewal date is displayed in your MyCIPS dashboard. CIPS will contact you during your membership and to remind you of your renewal date by email, therefore it is important that you keep your contact details up to date on your MyCIPS profile.

#### 1. New membership applications

Joining online is the quickest, safest and securest way to become a member of CIPS. Click on the 'Join' button on the CIPS website - [www.cips.org/membership/join-online/](http://www.cips.org/membership/join-online/). CIPS will communicate with you using the details you provide in the online application.

If you can't join online, you can download and complete an application form from the CIPS Website - <https://www.cips.org/membership/cips-membership/fees-and-forms/> - [Download a form here](#)

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Once you have completed the joining process and made payment for your membership, you must keep your details up to date on your MyCIPS pages on the CIPS website. CIPS will contact you using the email and address details you provide us with, so it's important to keep them correct and up to date.

When joining as a member, 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 generated and emailed to you. In the UK, when joining as a member and selecting to pay by Direct Debit, a contract is made between you and CIPS upon the successful processing of your application and when the direct debit mandate has been received.

We aim to process email, posted paper membership forms or UK Direct Debit applications within one week. However, during our busy times and your method of application it can take up to 28 (twenty eight) days for your membership application to be processed. If you become aware of any errors on your membership application subsequent to submitting it to CIPS, please contact the CIPS Helpdesk by email – [helpdesk@cips.org](mailto:helpdesk@cips.org) or by telephone on +44 (0) 845 880 1188 (UK opening hours 8.30am-5.30pm, Monday to Friday).

## **2. Membership annual renewals**

If you do not pay your annual Membership Subscription Fee at renewal time, you will be removed from the Professional Register, if you're a qualified MCIPS or FCIPS member and you will be unable to use your letters and you will lose all member rights.

When your annual CIPS membership is up for renewal, please log into your MyCIPS on the CIPS Website [www.cips.org/en-gb/my-cips/login/](http://www.cips.org/en-gb/my-cips/login/) prior to the renewal date and follow the instructions on how to renew your membership. If you need to check when your renewal date is, you can find it by logging into your MyCIPS on the CIPS Website.

CIPS will send email reminders to you in advance of your renewal date. We advise that you renew your membership before the renewal date, and prior to your membership expiring.

If your membership has expired, and you wish to renew it, you can do so by logging into your MyCIPS on the CIPS website and click renew to activate your membership and make payment for your next 12 month membership subscription. If you're renewal date is 3 (three) or more months ago you will be charged a re-join fee, see section 3 for details.

## **3. Re-joining when your membership has lapsed more than 3-months**

If it is 3 (three) or more months since your membership renewal date you will be charged a re-join fee to re-instate your membership account, this is in addition to your annual membership fee. This fee will vary depending on where you are located.

If you do not pay your annual Membership Subscription Fee before or on your renewal date, you will be removed from the CIPS Professional Register, you will be unable to use your MCIPS or FCIPS letters after your name and you will lose all member benefits and rights. A student member will be unable to book, sit or get results for any CIPS exams.

## 4. How to Pay

- a) **Joining, Renewing or Re-joining online** is the quickest, safest and securest way to pay for membership.

If you have a membership number ensure you log into your MyCIPS ([www.cips.org/en-gb/my-cips/login/](http://www.cips.org/en-gb/my-cips/login/)). We accept the following via our secure WorldPay platform:



- Credit and debit cards - Visa, Mastercard and Maestro in eight major currencies; GBP, AUD, NZD, RAND, USD, EUR, AED and EUR.
  - PayPal in GBP, USD and EUR.
  - American Express in GBP and AUD.
- b) **UK Direct Debit only.** If you wish to set-up a direct debit for annual membership, you need to complete



the details on the application form and return this to us. You can find the application form clicking here or go to [www.cips.org/membership/cips-membership/fees-and-forms/](http://www.cips.org/membership/cips-membership/fees-and-forms/)

If you already have set up and authorised a Direct Debit for your membership subscription, this will automatically renew each year by taking a payment from your bank account. If you cancel your direct debit at any point, your membership will be at risk, you would be removed from the CIPS Professional Register and you would not be eligible to continuing using your designatory MCIPS/FCIPS letters.

- c) **Making Payment by Direct bank transfer to a CIPS bank account**

You are required to notify the CIPS Helpdesk Team in advance if you wish to pay for your membership by direct bank transfer to ensure the swift processing of your application.

The details for CIPS bank accounts can be found in section 8. When making a payment by bank transfer:

- Ensure your payment is clearly referenced with your full name and either your CIPS membership number. Without this we will not know you made a payment.
- Please provide a copy of the bank receipt by email to CIPS Helpdesk – [helpdesk@cips.org](mailto:helpdesk@cips.org). Again include your membership number if you have one and a short description of payment, including any application or renewal forms.
- CIPS will not process any applications until full payment is received.

- d) **Membership Application by Post or Email**

- For membership application forms that are completed and posted to CIPS UK or emailed to CIPS Helpdesk – [helpdesk@cips.org](mailto:helpdesk@cips.org). Please see the form for your chosen country of residence for

accepted payment methods. These can be viewed on the CIPS Website - <https://www.cips.org/membership/cips-membership/fees-and-forms/>

- Please note for any forms sent to us; 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 CIPS Helpdesk by email - [helpdesk@cips.org](mailto:helpdesk@cips.org) or by telephone on +44 (0) 845 880 1188 (UK opening hours 8.30am to 5.30pm, Monday to Friday).

If you wish to pay by another method, make a payment for a posted paper or emailed application please contact our CIPS Helpdesk – [helpdesk@cips.org](mailto:helpdesk@cips.org) or by telephone on +44 (0) 845 880 1188 (UK opening hours 8.30am to 5.30pm, Monday to Friday)

## 5. Cancellation of membership

Under the Consumer Contracts Regulations, your consumer rights entitle you to a full refund if you request one in writing within 14 (fourteen) Days of confirmation of your membership subscription.

You can notify us of your wish to cancel your membership by emailing the CIPS Helpdesk – [helpdesk@cips.org](mailto:helpdesk@cips.org) or by speaking via telephone on +44 (0) 845 880 1188 (UK opening hours 8.30am – 5.30pm, Monday to Friday).

If you cancel your membership within 14 days of receiving your membership confirmation, you are entitled to a full refund of the price paid. Refunds will be made by the method the original payment was made.

For the avoidance of doubt, the cancellation period will expire 14 days after the date of the confirmation of membership, and thereafter you will not have the right to cancel your membership and receive any refund.

## 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:

<b>Delivery method</b>	<b>Deemed delivery date and time</b>
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 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

CIPS is registered under the provisions of the UK Data Protection Act 1998 and keeps any personal data concerning you in confidence. A full description of the CIPS Code of Practice for Data Protection can be found on the website [www.cips.org](http://www.cips.org).

## 8. CIPS bank details

Please email a copy of your bank receipt to our CIPS Helpdesk – [helpdesk@cips.org](mailto:helpdesk@cips.org) ensuring you quote your full name and your CIPS membership number if you have one.

### United Kingdom

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**Bank:** Barclays Bank PLC  
**Sort code:** 28-81-53  
**Account No:** 00511935  
**Account Name:** The Chartered Institute of Procurement & Supply  
**VAT No:** GB 342 6489 42  
**IBAN No:** GB48 BARC 2081 5300 5119  
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**SWIFT Code:** BARCGB22

### Australia

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**Bank:** ANZ 388 Collins St  
**Account Name:** CIPS Australia Pty Ltd  
**BSB:** 013-006  
**Account No:** 4982 47384  
**Swift Code:** ANZBAU3M

### New Zealand

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**Bank:** ANZ Westgate, Shop B1,  
Westgate Shopping Centre,  
Westgate Drive,  
Massey Auckland 0614,  
New Zealand  
**Account Name:** CIPS Australia Pty Ltd  
**Branch Code:** 1839  
**Account No:** 01-1839-0231036-00  
**Swift Code:** ANZBNZ22

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## South Africa

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Please use this account if you are a student/ study centre outside of the South African borders.

**Bank:** First National Bank  
**Account Name:** CIPS SA  
**Account No:** 6230 8072 066  
**Swift Code:** FIRNZAJ1926  
**Branch Code:** 261550

Please use this account if you reside within South African borders.

**Bank Name:** First National Bank  
**Account Name:** CIPS PB South Africa (PTY) LTD  
**Branch Name:** COMM Account Services Cust  
**Branch Code:** 210554  
**Account Number:** 62774444170  
**Swift Code:** FIRNZAJ

If you are making payment and submitting an enrolment form to the British Council please use the below accounts:

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### Johannesburg & Cape Town British Council

**Bank:** Standard Chartered Bank  
**Account Name:** British Council – Main  
**Account Number:** 80191330531  
**Sort Code:** 730020  
**Swift Code:** SCBLZAJJ

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### Gaborone British Council

**Bank:** Standard Chartered Bank  
**Account Name:** British Council  
**Account Number:** 0100176604300  
**Sort Code:** Hemamo  
**Swift Code:** 662767

### Gaborone British Council

**Bank:** Standard Chartered Bank  
**Account Name:** British Council  
**Account Number:** 0100176604300  
**Branch Name:** Hemamo  
**Branch Code:** 662767

## 9. Contact details for membership applications

Telephone: +44 (0) 845 880 1188 (UK opening hours 8.30am to 5.30pm, Monday to Friday)

Email enquiries: [helpdesk@cips.org](mailto:helpdesk@cips.org)

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

VAT number: 342-6489-42

## 10. Complaints

At CIPS we are committed to providing a high standard of customer care. If we have failed to meet our Standards of Customer Service (<https://www.cips.org/who-we-are/contact-us/cips-customer-service-standards/>) then please let us know.

Letting us know your concerns, gives us the opportunity to put matters right for you, and improve our service to all our customers.

CIPS Complaints Policy (<https://www.cips.org/Documents/Policies%20and%20Procedures/2/Complaints-External-Policy-Jun17-.pdf>)

How to contact us:

Email: [complaints@cips.org](mailto:complaints@cips.org)

Telephone: +44(0)1780 756777 (UK opening hours 9.00am to 5.00pm, Monday to Friday)

## **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.