

## 2019/20 MEMBERSHIP DIRECT DEBIT FAQs

**Q. Over how many instalments will the cost of prepayment of my membership be spread?**

A. The cost of prepayment will be spread over a period of a maximum of 12 consecutive months with payments of equal value being made by Direct Debit. Prepayment will take place over the maximum number of months available with the final payment being made in March of the season to which payments relate.

**Q. When will my payments be made?**

A. Payments will be made on or immediately after the 1st of the first available month and continue to be made on or immediately after the 1st of each consecutive payment month in respect of your membership for the forthcoming season. We will provide you with a written payment plan so that you know exactly when your payments will be made. This plan will be provided to you before any payments are taken from your account.

**Q. Will my membership automatically renew each season?**

A. Yes, if you pay by Direct Debit, your membership will renew each season with the first payment on or immediately after 1st April; you will not need to do anything. We will notify you to remind you of this in plenty of time so that you can notify us if you do not want to renew your membership.

**Q. Can I set up my Direct Debit online?**

A. Yes. You can do this when purchasing your membership online by visiting [quins.co.uk/membership](http://quins.co.uk/membership) or you can call 020 8410 6010 to purchase over the telephone.

**Q. What happens if I miss a payment or I cancel my Direct Debit before the full payment has been made?**

A. If a payment is missed or you cancel your Direct Debit before full payment has been made, your membership card will be deactivated for all matches until you have paid all outstanding instalments. Your Member benefits will also be deactivated. After a second missed payment, the Club reserves the right to sell the deactivated membership seat for any match until all outstanding instalments have been paid. After a third missed payment, the Club reserves the right to terminate the membership. There will be no penalty charge for a first missed payment, but charges of £10 will be applied for each subsequent missed payment. Payment can be made in person or over the telephone by calling the Ticket Office on 020 8410 6010.

**Q. How long does it take to set up the Direct Debit and when will the first payment be taken?**

A. We will set up your Direct Debit within a few days and send you a schedule of payments no less than ten days before the first payment is taken.

**Q. Can I pay for more than one membership with one Direct Debit?**

A. No. Individual Direct Debit payment plans are required for each membership.

**Q. Can I pay for my additional benefits as part of my payment plan?**

A. Unfortunately, no. If you select additional benefits such as parking, Fan Radio or Quinssa membership we will require payment to be made in full by credit /debit card or cheque if you make a paper application.