



Taoist Arts Organisation

POLICY FOR ONLINE MEMBERSHIP

Thank you for your interest in joining the TAO. We value all our members and need to make sure they are fully informed as to online membership payments. Please read this policy carefully, as it contains important information you need to know before joining via our website.

Concessionary membership fee

Please note that concessionary membership is available. You will need to speak to your instructor to obtain the current concessionary code. This code should then be entered into the appropriate box before payment is submitted. The screen will show a reduced membership fee once the code is entered and you can then continue to submit your payment.

Membership & insurance confirmation plus renewal reminder

By way of confirmation of membership/renewal you will receive an automatic email confirming your TAO membership expiry date.

As your membership includes governing body (BCCMA) insurance your instructor will provide you with confirmation of insurance once received by us.

We will send you an email reminder 7 days before your membership is due for renewal.

Change / Expiry of your payment card

If you change your payment card or receive a replacement card, you will need to update the card details on your account. You can do so by logging on to the website and going to the Members tab --> Membership Renewal and then choosing the 'Manage My Tao Membership' option.

If your card is due to expire shortly you will receive an automatically generated email alerting you to the fact so you can update your account with your new payment card details.

Cancellation of membership

By joining the TAO via our website, you are agreeing to set up an annually recurring card payment. If, for any reason, you need to cancel your membership you can do so using the 'Manage My Tao Membership' option as explained above. This will cancel your membership renewal and remove your card details from the system.

Please note that it is your responsibility to cancel your membership. Please contact your instructor if you have any queries.

Refunds

Refunds can only be issued within one month of renewal taking place. Please contact us via the 'Contact Us' link of our website to request a refund.

Please be aware that full refunds can only be granted if we have not yet purchased your governing body (BCCMA) insurance by the time we receive your request. Otherwise, we can only issue you with the remainder of your membership fee.

If you would prefer not to use our online membership facility but still want to join or renew your membership, please discuss options with your instructor.