

1. We usually pay by cheque/bank transfer – do you need to have received this payment before the deadline of 30 September?

No. You simply need to have completed the checkout process and downloaded a payment advice by 30 September. It is fine for your bank transfer/cheque to arrive after that date.

2. What happens if member renewals are not processed by 30 September?

The memberships will lapse. They can still be renewed after that date; however, they will move onto a 12-month personal anniversary, and the members will lose their 30 September renewal date.

3. What happens if I make a mistake on a renewal?

Please contact us as soon as you possibly can and let us know what has happened so that we can help to get this resolved. There will be a grace period between receiving your payment and ordering plastic membership cards to give you time to let us know about any mistakes you have spotted (further details about this can be found later in this PDF). If you get in touch with us after we have ordered a plastic membership card for the affected member, replacing it will be subject to an administration charge.

4. What happens if a member changes their mind and asks for a refund?

Please contact us as soon as possible. We will consider the member's request; however, we may deduct an administration charge, and a 100% refund is not guaranteed.

5. I've renewed a member, and their membership status now says Pre-Paid – why is this?

This is nothing to worry about. It happens when the membership type is changing (e.g. the member is currently on an Under 21 membership, but they are moving to a Senior membership). Their current membership has to run its course and on 1 October, it will automatically renew onto the new details.

6. When will my members receive their membership confirmation email and e-card?

In most instances, this will happen once we have received your club's payment for the renewals.

For any members, whose membership type is changing from last year (and are therefore showing as Pre-Paid), the earliest they will receive the confirmation email and e-card is 1 October (assuming we have received your club's payment before then) otherwise it will be sent to them once we have received payment.

7. When will my members receive their physical membership card?

Assuming they are opted-in to receiving a physical card, these are the timescales we will be working to:

Payment received	Order will be placed	Anticipated delivery date
W/C 1 September	W/C 15 September	Within 2 – 3 weeks
W/C 8 September	W/C 22 September	Within 2 – 3 weeks
W/C 15 September	W/C 29 September	Within 2 – 3 weeks
W/C 22 September	W/C 6 October	Within 2 – 3 weeks
W/C 29 September	W/C 13 October	Within 2 – 3 weeks

Table showing delivery dates for physical cards.

8. A member has a competition coming up but hasn't received their e-card or plastic card, what should I do?

If you processed the renewal for them and sent payment to us, please contact us so that we can look into this.

While we are doing this, you can write the member a signed letter on your club's headed paper which confirms the member's name, their membership number, the name of your club, and that you have received their 2025/26 Archery GB membership fee. This proof of payment will be acceptable to tournament organisers.

If the member has processed their own renewal, please encourage them to contact us so that we can look into this and help them.

9. A member hasn't received their membership card because their address wasn't up to date, will you send them another?

They will have to buy a replacement membership card, which costs £5. Please share the instructions below with them:

1. Log into your account in our Members' Portal
2. Click '**View Profile**' and make sure that you update and save your address
3. From the menu, click on '**Replacement Membership Card**'
4. Select '**+ Add Replacement Membership Card**'
5. Select '**Replacement Membership Card**' as the card type
6. Click '**Add and Checkout**' to confirm your purchase and pay the fee of £5
7. You will normally receive your replacement card in 3 – 4 weeks

10. A member has said there is incorrect information on their membership card, will you send them another?

Please contact us and let us know which information is incorrect so that we can look into this.

If we find that we ordered the card in good faith based on the information that was held on their account in our Members' Portal, they will need to buy a replacement membership card. However, if we find that we made the mistake when we ordered the card, we will arrange a replacement free-of-charge. Replacements are normally received within 3 – 4 weeks.



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