

PUBLIC MEMBERSHIP TERMS & CONDITIONS

Clear Membership. Fair Terms. No Hidden Control.

Updated: 13 October 2026 | Company No. 17493370 | Incorporation accepted: 3 October 2026

AT A GLANCE

£1 monthly or £10 annually. Cancel at any time. Fair pro-rata refunds for unused prepaid periods, subject always to statutory consumer rights. Active Public Members have one internal participation vote; this is not legal company membership.

1. What these terms cover

These Terms apply to the paid Public Membership supporter scheme operated by Right First Time UK Ltd (RFTUK). They explain eligibility, benefits, pricing, renewals, participation, cancellation, refunds and member conduct. They should be read with our Privacy Notice, Website Terms & Conditions and Complaints Policy.

Nothing in these Terms removes or restricts statutory consumer rights. The registered Articles of Association govern the company and take priority on statutory company matters.

2. Public Membership and legal company membership

Public Membership is a separate supporter and engagement arrangement. Buying it does not make a person a statutory company Member, guarantor, Director, employee, Campaign Leader or owner of company assets. It does not provide access to confidential records, administrator accounts or the Board.

Statutory company membership, any guarantee obligation and constitutional voting rights arise only in accordance with the registered Articles of Association and formal company membership records. Public Membership fees do not create those rights or liabilities.

3. Prices and who may join

Public Membership is intended for adults aged 18 and over. The standard options are £1 per month or £10 per year. These are separate from donations and PCS fees. The selected price, billing frequency, renewal and any additional optional payment must be clearly shown before a person agrees to pay.

RFTUK will not add undisclosed compulsory fees or preselect optional donations where consent is required. We may refuse an application for a lawful, fair and evidence-based reason, but not merely because of lawful disagreement or political affiliation.

4. Forming the contract and confirming membership

A membership contract is formed when the applicant completes the published process, RFTUK accepts the application and the payment is successfully processed, subject to statutory cancellation rights. Before payment we will make material terms, benefits, price, billing, cancellation and refund information accessible.

RFTUK will send or make available a durable confirmation, such as an email, where legally required. We will not claim that membership has been activated until the relevant process is complete.

5. Benefits and limitations

Membership may provide access to member resources, organisational updates, campaign information, eligible activities and ways to give feedback, as stated on the current membership page. Any specific paid benefit must be accurately described and genuinely available on the stated terms.

Membership does not guarantee individual casework, professional legal advice, priority intervention, representation, a public-body response, a successful campaign, or a particular finding or decision. Access to benefits can depend on reasonable published rules and service availability.

6. Internal participation votes

Active Public Members have one internal participation vote each on campaign priorities and on how eligible unrestricted donations or discretionary campaign funds should be allocated. These are participation votes, not Companies Act votes and do not confer Board or statutory company authority.

The Board should ordinarily give effect to the result, subject to the registered Articles, Directors' duties, lawful authority, solvency, binding donor restrictions, contracts and safeguarding. Members cannot direct restricted funds, override company governance or require party-political campaigning.

7. Independence and acceptable use

People with different lawful political views are welcome. RFTUK remains non-party political. Membership must not be used for unauthorised party or candidate promotion, fraud, harassment, impersonation or misuse of the website, confidential information or other members' data.

A member's personal views do not automatically represent RFTUK. Volunteers and Campaign Leaders have separate application, conduct and authorisation requirements; paid membership does not purchase such a position.

8. Monthly and annual renewals

The £1 monthly option covers one monthly period, and the £10 annual option covers 12 months. Where automatic renewal is offered and selected, the recurring nature, dates or interval, amount and cancellation method must be clear before checkout.

RFTUK will not disguise a recurring membership as a one-off payment. We aim to send understandable renewal reminders, particularly for annual renewals, and will meet any additional statutory reminder duties when they become applicable.

9. Cancelling membership

Members may cancel at any time through the cancellation option published in their membership account or by sending a clear request through RFTUK's Contact Us page. Cancellation must be reasonably straightforward and must not require unreasonable telephone calls or retention obstacles.

We will confirm the cancellation request and, as appropriate, state the membership end date, whether further payments are scheduled and the position on any refund. Future renewals must cease after a valid cancellation has been processed.

10. Our voluntary pro-rata refund promise

If a monthly or annual membership has been paid in advance and the member cancels, RFTUK will provide a fair pro-rata refund for the unused portion of that prepaid membership period, unless applicable law requires a greater refund or RFTUK chooses to provide one.

This promise applies to the £1 monthly and £10 annual options. It does not limit statutory cancellation or refund rights. Duplicate charges, wrong amounts or charges improperly taken after a valid cancellation will be investigated and any amount wrongly taken refunded.

11. The statutory cooling-off period

Where the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 apply to the distance service contract, consumers ordinarily have 14 days, beginning on the day after the contract is entered into, to cancel without giving a reason. RFTUK will provide the legally required information and accept an unambiguous cancellation statement.

If a consumer expressly asks for the service to start during the cooling-off period, any lawful payment for service supplied or reduction in a refund will be assessed under the applicable rules. Simply paying, logging in or visiting the website does not automatically waive a statutory right.

12. Upcoming UK subscription-contract law

Chapter 2 of Part 4 of the Digital Markets, Competition and Consumers Act 2024 introduces additional subscription-contract protections, including information, reminder, straightforward cancellation and cooling-off requirements for qualifying contracts. As at this update, the UK Government has indicated an expected commencement in spring 2027, subject to the final commencement arrangements and regulations.

RFTUK will review its checkout, terms, reminders, online cancellation and refund procedures before the rules become applicable. Until then, we will apply the law in force and the voluntary consumer protections promised in these Terms.

13. Payments, failures and security

Payments may be handled by an appropriate third-party provider. We will identify the trader and payment terms accurately and avoid unnecessary storage of full payment-card details.

If a payment fails, RFTUK may contact the member, attempt a lawful retry or pause access while payment remains outstanding. We will not apply undisclosed or unfair penalties. Members retain lawful card-provider and bank chargeback rights.

14. Changes to price or membership benefits

Future prices may change prospectively, with appropriate advance notice of the new amount, start date and cancellation option. We will not impose a new fee on an already-paid period retrospectively.

We may improve or reasonably update benefits, but must act fairly when changing a central feature of a paid membership. Where consumer consent, a remedy or statutory notice is required, we will provide it.

15. Suspension, termination and fairness

RFTUK may temporarily suspend access where proportionately necessary to investigate fraud, serious harassment, safeguarding or cybersecurity concerns. Where practicable and safe, we will explain the reason and allow an appropriate response. A temporary suspension is not a finding of wrongdoing.

We may end membership for serious or repeated proven misuse, subject to fairness and the Complaints Policy. We will not penalise genuine complaints, reasonable-adjustment requests, lawful criticism or lawful political opinions. If RFTUK ends membership for reasons unrelated to serious misconduct, it will consider a fair unused-period refund; statutory rights always prevail.

16. Equality, accessibility and communications

RFTUK aims for accessible communications and works towards WCAG 2.2 AA. Reasonable adjustments will be considered where required without charging a disabled person extra for a legally required adjustment.

Operational messages about payment, security, cancellation and contractual changes are distinct from optional marketing. Members can unsubscribe from optional marketing without cancelling paid membership.

17. Privacy and membership accounts

We handle member contact details, payment references, preferences, membership records and complaints under our Privacy Notice and Data Protection & GDPR Policy. Other Public Members have no automatic right to access the membership list or private details.

Members should keep login credentials secure and update contact details needed for important notices. Public Membership is personal and must not be transferred or resold unless a different category is expressly offered.

18. Public Membership, donations, volunteering and PCS

Membership fees, optional donations, volunteering and PCS access are distinct arrangements. A membership fee is not automatically a donation and does not establish Gift Aid entitlement. RFTUK is not currently a registered charity.

Parent Contribution Service (PCS) is operated by Right First Time UK Ltd, not a separate company. PCS service access and its £10 fee are separate from Public Membership. PCS supports voluntary parent-to-parent records and arrangements, but does not itself receive, hold or transfer parent-to-parent contribution money or exercise statutory enforcement powers.

19. Complaints, payment disputes and liability

Members may raise questions about fees, refunds, accessibility, conduct, privacy or cancellation through the Contact Us page or the RFTUK Complaints Policy. Complaints can also be sent to complaints@rightfirsttimeuk.com. This does not prevent a member contacting a bank, court or regulator where they have a legal right to do so.

RFTUK does not guarantee uninterrupted third-party service availability. Nothing in these Terms excludes or restricts liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability or consumer right that cannot lawfully be excluded.

20. Changes, governing law and review

Material changes to an existing paid contract will be handled fairly with appropriate advance notice, and consent where legally required. The applicable consumer-contract law and mandatory consumer protections take precedence over conflicting terms. RFTUK ordinarily operates under the law of England and Wales without excluding mandatory protections or jurisdiction rights for consumers elsewhere in the UK.

These Terms will be reviewed at least annually and sooner when prices, payment methods, benefits, consumer rules or company arrangements materially change. Their operation remains subject to the registered Articles of Association.

CONTACT & RELATED INFORMATION

Website contact: rightfirsttimeuk.com/contact-us.php | Complaints: complaints@rightfirsttimeuk.com

[Contact Us](#)

[RFTUK Policy Library](#)

[Privacy Notice](#)

[Complaints Policy](#)

[Registered Articles of Association](#)

[GOV.UK: distance selling](#)

[CMA: writing a fair contract](#)

[UK Government: subscription regime statement](#)

Right First Time UK Ltd is a private company limited by guarantee, Company No. 17493370. Registered office: 82A James Carter Road, Mildenhall, IP28 7DE, England. PCS and Public Membership are separate services. The registered Articles of Association remain unchanged.