

FREQUENTLY ASKED QUESTIONS

London Youth Membership

Here you will find the frequently asked questions we receive about the London Youth Membership. To go directly to the question you are interested in, just click on the link below.

If you would like to find out more about our membership offer or you are unable to find the answer to your question, [join us for a Getting Started meeting](#). During this meeting, you will have the opportunity to meet up with London Youth Development Officers and other London Youth staff and members.

Getting started meetings are open to London Youth new members and also to non-members. To find out about our upcoming Getting Started meeting download the [Training and Networks Calendar](#).

To book your place contact membership@londonyouth.org.uk

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1. What types of organisations does London Youth support through membership?

We support a diverse range of organisations from traditional youth clubs to volunteer-led teams and even some household name charities. We welcome all types of organisations that work with and support young people. Whilst some members focus on a specific activity, such as theatres and sports clubs, others provide general community-based services. Several cater for specialist groups such as refugees or homeless young people, whilst others engage with young people on a wider scale. We also welcome youth projects located within bigger community centres or organisations.

You must be a group/organisation which directly delivers its work to children/young people outside of school and in London.

2. What if we run multiple youth clubs?

If you have one team working in multiple sites you are eligible for London Youth membership. If you have multiple teams working in multiple sites you need to obtain membership for each site separately.

3. How long does it take to become a member?

Becoming a member of London Youth is quick and easy.

- Please download the London Youth [application form on our website](#), complete all requested fields and sign it.
- Send your scanned copy by email to membership@londonyouth.org or post to London Youth, 47-49 Pitfield St, Hoxton, London N1 6DA.
- As soon as we assess and process your application form, the invoice will be sent to the person assigned as a primary contact.
- As soon as we process your payment you will become an official member of London Youth. You will receive our welcome email with information on how to get the most from your membership and you will be invited to join one of our [Getting Started meetings](#).

4. How do I pay? When will I get an invoice?

You will receive an invoice as soon as we process your membership application form. You will find the payment instructions on your invoice. If you have any enquiries related to your payment please contact us at membership@londonyouth.org / 020 7549 8800.

You can pay by

- **Cheques:** Please make cheques payable to London Youth and send to: Membership, London Youth, 47-49 Pitfield Street, London N1 6DA.
Please include your Invoice Number on the back of the cheque.
- **BACS** Account Name: London Youth; Bank: NatWest; Sort Code: 60-13-14; Account No: 96603240; Payment Ref: **Find your reference number on your invoice.**
- **Credit or Debit Card:** Please call the Finance Team on 020 7549 8846.

5. How much does it cost?

London Youth Membership costs £125 per year, however new members are required to pay an additional £40 registration fee (applicable only the first year you join). For this reason, membership will cost £165 for the first year and £125 for the following years. Our annual membership runs from 1st April to 31st March the following year.

If you join London Youth during the membership year, your membership fee will be adjusted pro-rata:

- April to June: £165
- July to September: £140
- October to December: £110
- January to March: £170 (includes full membership the following year)

6. What happens if I was previously a member and want to re-join?

You can easily reinstate your membership. The process and the payment are the same as per a new member.

- Please download the London Youth [application form on our website](#), complete all requested fields and sign it.
- Send your scanned copy by email to membership@londonyouth.org or post to London Youth, 47-49 Pitfield St, Hoxton, London N1 6DA.
- As soon as we assess and process your application form, the invoice will be sent to the person assigned as a primary contact.
- As soon as we process your payment you will become an official member of London Youth. You will receive our welcome email with information on how to get the most from your membership and you will be invited to join one of our [Getting Started meetings](#).

7. Are there any discounts/special offers?

There is no discounted rate for the membership fee, except for it being pro-rata on your first year of membership.

Our membership fees have been the same for many years and we aim to keep this fee as low as possible. In exchange for a fee of £125, you will get a range of benefits. Explore the benefits you can access as a member of the London Youth on our [website](#).

Also we are offering a group membership.

If you join together with five new members, we waive your/their £40 administration fee for the first year.

If you join together with ten new members, we will waive your/their £40 administration fee and we will run a Getting Started meeting locally if you can provide a venue.

As a member of London Youth you can benefit from:

- All our programmes, training, 121 support and events are free of charge to our members. Wherever possible, we also provide financial support to cover the running costs of many of the opportunities we offer.
- You get a significant discount at the residential centres. Please contact our centres directly for more information.

Woodrow High House (South Buckinghamshire): call *01494 433 531* or email hellowoodrow@londonyouth.org

Hindleap Warren (East Sussex): call *01342 822 625* or email hellohindleap@londonyouth.org

8. What do residential centre discounts entail/ What are residential centre discounts?

Members benefit from a significant discount at our two residential centres. Please contact our centres directly:

- Woodrow High House (South Buckinghamshire): call *01494 433531* or email hellowoodrow@londonyouth.org
- Hindleap Warren (East Sussex): call *01342 822625* or email hellohindleap@londonyouth.org

The member rate for a weekend visit (Friday evening arrival, Sunday afternoon departure) at both centres is £80 per person all year round. If you would like to book a visit throughout the week, please contact the centres to discuss availability and pricing.

9. Do I get confirmation of my membership?

As soon as we process your membership payment you will receive confirmation of your membership by email. This will include membership logos and information on how to get the most from your membership. At this stage you will officially become a member of London Youth.

10. Now that I am a member, how can I get more involved?

- You will receive our regular membership newsletter once a week with information about our training, events, networks, programmes and other activities to get involved in. You also will be advised on how to sign up to these opportunities through our newsletter.
- You will be sent our regular borough newsletter with tailored information for you once a month from your assigned membership officer.
- You will also get promotional emails about specific opportunities for you to get involved, which will give a general overview as well as information on how to sign up.

Our main communication tool with our members is via email; for this reason please ensure that we have your correct email details and all those wanting to receive communication from us are included in our mailing lists.

Please contact membership@londonyouth.org if you would like to update your organisational/contact email addresses.

11. How do I sign up for training/events/networks?

Every network, training and event invitation provides information on how to sign up to the particular event, network or training.

If you are still unable to sign up, please contact our membership team at membership@londonyouth.org and they will advise you further.

12. When will I receive the London Youth newsletter?

The primary contact for your organisation will receive the London Youth newsletter directly to their inbox every week. If you would like additional members of staff to receive our newsletter, please let us know by emailing membership@londonyouth.org and we will add them to our mailing list.

13. How can I get support from other specialist organisations in your network?

The best way to get support from other specialist organisations is to come along to one of our [networks](#).

14. How can I cancel my membership?

If you wish to cancel your membership, you can do it anytime. However, your membership fee will not be refunded.

Our membership year runs from 1st April to 31st March the following year.

Please inform us about your membership cancellation via email at membership@londonyouth.org.

15. How do I change/update my contact/organisation details?

For any enquiry related to your membership please email membership@londonyouth.org or call 020 7549 8800.

16. When will I be asked to renew?

You will receive a renewal letter in advance of your renewal deadline. This letter will contain the London Youth membership renewal form, important dates and payment instructions.

17. I was too late renewing my membership, what happens now?

If you don't renew your membership before the deadline, your membership will be automatically cancelled. You can still reinstate your membership at a later date; however you will need to re-apply as a new member and therefore a new member fee will apply.