



ALACE Membership Terms

- Membership fees are non-refundable.
- For members paying by monthly instalments - if members leave ALACE part way through the year, the full annual subscription becomes immediately due and the balance payable will be taken immediately.
- The membership fee paid on joining entitles new members to a limited amount of 4 hours free non-pension consultancy support in the first 12 months of membership. (For members who took out a two year membership before 31 December 2023, the limit is 8 hours free non-pension consultancy support in the first 12 months of membership.)
- Members paying by monthly instalment will be asked to pay the full annual membership fee before being eligible to access any support. This applies to all years during which you pay the subscription monthly.
- Members need to pay £100 per hour for consultancy support – if required – in excess of the free allocation, together with any reasonable expenses incurred by an ALACE consultant in providing such additional support.
- There is no free consultancy support for matters relating to pensions. This will be charged for at all times at the rate agreed by the ALACE Council (currently £100 per hour).
- If additional consultancy support is accessed which requires payment, the

Association will recover payment through whatever means of payment was set up on joining. Information will be sent to the member to confirm the basis of any such payments beforehand.

- All personal information gathered by ALACE will be stored securely and not passed on to any third party.

- ALACE will only use your contact information in relation to your membership of the Association