

CIfA subscriptions FAQs

| Questions | Answers |
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| Last year I applied for a concessionary rate. Will this be automatically applied again this year? | You'll receive your renewal notice with the subscription rate you are currently on. If you need to stay on a concessionary rate or move to another concessionary rate you will need to re-apply and submit up to date supporting documentation. If you are on a concessionary rate that is no longer required, you will need to let us know so that we can change your subscription category back to the correct rate for your grade. See www.archaeologists.net/membership for more information. The concessionary rate is only available to Accredited members (PCIfA, ACIfA and MCIfA). |
| I can't read the email I have been sent to renew my subscription. | No problem, you can renew online at www.archaeologists.net/membership |
| I have received my 'Renewal Notice' email but when I click on the link to renew, I receive an access denied message. What do I need to do? | You need to log into our website using your username (First name Last name). If you have forgotten your password and need to reset this, you can do so by following the instructions available at www.archaeologists.net/membership . If you do not receive an email to reset your password, you probably need to change your email address associated with your log in details. Please email admin@archaeologists.net and we can change this for you. |
| Renewals are due by 1 April. What happens if I don't renew my subscription by 1 April? | If you haven't renewed by 1 April you may not receive member benefits such as JIST Bulletin, members bulletin, or appear in the Yearbook publication and online directory (accredited members only). |
| I currently pay by direct debit in instalments but want to change to annual payments? | You can opt to pay by 1 payment using the online renewal profile page. |
| I haven't received my renewal. | Please email subscriptions@archaeologists.net |
| I have submitted my online renewal form which confirms my details, but I am not getting the option to pay. How can I pay? | If you have chosen to pay by card you can go to www.archaeologists.net/subscription-renewal-online-0 and click on the 'Pay subscriptions fees' button. |



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| <p>I currently pay by direct debit – what will happen if I don't let the office know about my subscription category?</p> | <p>Your subscription category will be determined from your member grade, e.g. ACIfA members will pay ACIfA subscription category. Your direct debit instruction remains in place from previous years and your preference for either annual or instalment payments will be continued to the new subscription year. This also applies to the subscription to the Historic Environment Journal and your preference is continued into the new subscription year.</p> |
| <p>Can I claim tax back from subs?</p> | <p>See www.archaeologists.net/membership for details.</p> |
| <p>Why hasn't my direct debit been collected on 1 April and 1 May?</p> | <p>Instalment Direct debits are collected in 10 instalments from June to March.</p> |
| <p>I sent my new direct debit in May, but a collection was not taken on 1 June.</p> | <p>The banks require two weeks to process a new direct debit so if your direct debit instruction is received in the office after the 15th of the month there won't be enough time for the bank to process it for the next collection. For example, if a direct debit is received in late May, the first (if instalment) or annual request from your account will be on the first working day in July.</p> |
| <p>Why have I been charged 2 instalments in one month?</p> | <p>Instalment direct debits are collected in 10 instalments from June to March. If a direct debit instruction is received too late to be processed for collection in June then you won't be able to pay in 10 instalments. Instead you will have to pay the instalment owed and the due instalment on the first working day of the next available month. For example, if your new direct debit instruction isn't received until 20 May the instalments for June and July will both be collected in July. On receipt of your direct debit instruction you will be sent a payment schedule for the year.</p> |
| <p>Who can apply for a concessionary rate?</p> | <p>Accredited members (PCIfA, ACIfA and MCIfA) can apply for concessionary. You can download the form from our website www.archaeologists.net/membership. Concessionary rate must be applied for each year.</p> |



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| What do I do if I wish to receive the Historic Environment Journal as part of my subscription this year? | You can opt to receive the Journal through the online renewal process, or you can contact subscriptions@archaeologists.net . If you pay by direct debit we can add the amount of £36.00 to the first direct debit instalment we collect. Alternatively, if you wish to unsubscribe, please untick the box on your online subscription renewal. |
| What do I have to do if my salary increases during the year? | You don't have to do anything as the subscription category is based on your income from the previous year. Please note that if you earn more than the salary band for your member grade you still only pay your member grade amount. However, in these circumstances we do encourage our members to upgrade. |
| What if I need to change my direct debit to a different account? | You need to send us a new direct debit instruction. Please post or scan this to us via email with original signature as we will need to send it to the bank. The direct debit form can be downloaded at www.archaeologists.net/membership , or we can send you a hard copy upon request. |
| I want to change my payment method from cheque to instalment direct debit. | Complete the online subscription renewal profile and select the new payment method. A copy of the direct debit form can be downloaded during the renewal profile, or from our website at www.archaeologists.net/membership . Please post or scan this to us via email with original signature as we will need to send it to the bank. |
| I want to pay by debit or credit card. | That's no problem, select that payment method on the subscription renewal profile and go to www.archaeologists.net/subscription-renewal-online-0 and click on the 'Pay subscriptions fees' button. |
| My company pay for my CIfA subscription, what do I have to do. | Complete the subscription renewal profile and select the 'Employer pays' option for the payment method and select your employers name from the drop-down menu. CIfA will then raise an invoice for payment. Some employers have a direct debit set up with CIfA so check this with your employer. CIfA will contact you about your subscription not your employer, and it is your responsibility as a member to ensure payment not your employer. |
| I already have a direct debit set up, is a new one required each year? | No, your direct debit instruction remains in place and CIfA will adjust the amount collected as per your subscription renewal information. |

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| What if I am no longer a Student? | Student members can remain at Student grade and pay the Student subscription fee for up to one year after graduation. You will then automatically be upgraded to an Affiliate member. |
| What should I do if I want to cancel my subscription? | Please send an email to subscriptions@archaeologists.net explaining that you wish to cancel your subscription and also explain why, if possible. |