



Terms and Conditions

For Agency Subscribers

The English Association reserves the right to make changes to these Terms and Conditions when necessary. You will be consulted and notified if there are any significant amendments which alter the nature of the agreement. These Terms and Conditions do not affect your statutory rights.

Subscription prices for the current year can be found at the end of this document.

Updated 01 December 2025

Payments

P1. Payment Types

We currently accept the following methods of payment: Direct Debit, or Debit/Credit Card. We may be able to offer an alternative method of payment (BACS or cheque) if required – please enquire on finance@englishassociation.ac.uk. The English Association reserves the right to withdraw any method of payment at any time.

P2. Standing Orders

Account holders/administrators are welcome to set up Standing Orders to pay for subscription fees but are reminded to check each year to see if the fees have changed. A Direct Debit payment will automatically do this for you – if you would like to set up a Direct Debit please get in touch on finance@englishassociation.ac.uk.

P3. Extra Charges

Due to the higher associated costs of processing cheque payments the English Association may charge an admin fee to reflect the extra costs incurred by us. In the event of extra charges being applied you will be informed in advance.

P4. Non-Sterling Payments

The English Association currently accepts payment in **GBP** and **USD** only.

P5. Payment Partners

The English Association uses the following partners to process payments: GoCardless (Direct Debits), and Stripe (Debit/Credit Cards).

P6. Payment Schedule

Payment should be made within 10 working days of receipt of an invoice. If no communication has been received after 30 calendar days, then the transaction will be cancelled.

Direct Debit payments are usually taken around 5 UK working days after the mandate has been confirmed with the bank. Direct Debit payments for renewals will be taken between 5 and 10 working days after the start of the subscription which is always **01 January**.

P7. Invoices

- i) The English Association will provide an invoice upon request. Please contact us on finance@englishassociation.ac.uk to request an invoice if required. This will usually be sent within 5 working days of the English Association receiving all information required to create the invoice.
- ii) It is possible to include multiple subscriptions on a single invoice provided payment is made for all subscriptions at the same time. You can request multiple subscription invoices by emailing finance@englishassociation.ac.uk.

P8. Incorrect Payments

- i) Underpayments will result in a subscription remaining inactive until full payment is received. This may result in a delay to the receipt of publications until the outstanding payment is received. The English Association reserves the right to charge an admin fee to cover the extra costs of resolving an underpayment. This is in addition to any other fees incurred as set out in section **P3**.
- ii) In the event of an overpayment or duplicated payment, the English Association will make every effort to contact the account holder/administrator to offer a refund using the original method of payment or apply a credit towards the following year's subscription fees as preferred by the account holder/administrator. The English Association will not be liable for any fees that may be incurred by the account holder/administrator from receiving any refunded monies.

P9. New Prices

The English Association will make the next year's subscription fees available at least 2 months in advance of the start of the next membership year (**01 January**).

Any renewal requests received prior to publishing the new fees will not be actioned; any payments received by the English Association prior to the new fees being published will be treated the same as an Incorrect Payment as detailed above in section **P8 i)**.

Delivery

D1. Delivery of Hard Copy Publications

Hard copy publications are sent directly by the English Association's partner publishers and distributors via an appropriate carrier. Please allow up to 10 working days for receipt within the UK, 20 working days within Europe, and 30 working days for the rest of the world.

To facilitate delivery, the English Association may request a named contact and phone number for the receiver; failure to provide this information may result in the delivery being refused by the carrier. The English Association will not accept any responsibility or liability for this.

If the delivery destination for your hard copy publications is outside of the UK, your delivery may be subject to custom charges, import duties and taxes which are applied when your delivery reaches that destination. The English Association has no control over these charges and is not responsible for payment of any such import duties, charges, and taxes.

D2. Correct Information

It is the responsibility of the account holder/administrator to ensure that all account information is complete and correct.

The account holder/administrator should inform the English Association in writing of any changes to the account information as soon as possible to avoid any disruption of service.

The English Association is not liable for any publications going undelivered due to incorrect or incomplete information. Replacements will be sent at the discretion of the English Association.

D3. Claims

Subject to observing the timescales as set out in section **D1** and the requirements set out in section **D2**, the English Association will facilitate the provision of replacement copies in the event of non-receipt.

Should the original copy subsequently reach the account holder/administrator after the replacement has been dispatched, the account holder/administrator will inform the English Association and, if requested by the English Association, return the extra copy.

Requests for replacement copies should be submitted via our [Membership Claims](#) form and should include all relevant details, including the full name of the account holder/administrator, the English Association membership number, mailing address, and details of the publication(s) claimed including title and volume/ issue number.

In the event of publications arriving damaged, we ask that you contact us at membership@englishassociation.ac.uk with proof of the damage before submitting a claim.

The English Association will not accept requests for replacement copies in the post or by email. Any requests sent by post or by email will not be processed and will be deleted/destroyed.

D4. Returned Publications

Any publications that are returned to the English Association as undelivered will be investigated where practical and the English Association will endeavour to contact the account holder/administrator. If it is not possible to make contact a hold on despatch of publications will be implemented until contact is made.

Subscriptions

S1. Subscription Year

The English Association offers yearly subscriptions which run from **01 January to 31 December** inclusive.

All English Association publications for a given subscription year are usually published within that year unless affected by events out of the control of the English Association at which time all affected parties will be informed in a timely manner.

When a subscription is started after the initial publication(s) have been published and despatched, the account holder/administrator or designated recipient will receive any publications due as soon as the account is activated: usually once payment has been received and processed by the English Association. All subsequent publications shall be despatched directly by the English Association's partner publisher/distributor associated with the publication.

S2. Making Payment

The English Association accepts payment for subscriptions via the options set out in sections **P1-P3** above, and payments are only accepted in GBP and USD as set out in section **P4**.

If payment has not been received within the set timeframe the transaction will be cancelled: see section **P6** for further details.

Incorrect payments will be dealt with in accordance with the terms set out in section **P8 i)** and **P8 ii)** above.

The fees for the current year are available at the end of this document.

The fees for the forthcoming year will be available no later than 2 months prior to the start of that subscription/membership year.

It will not be possible to renew a subscription prior to the publication of the fees for the forthcoming year as set out in section **P9**.

S3. Renewals

Not less than 1 month prior to the end of the subscription the account holder/administrator will be contacted by the English Association with all relevant information to enable the subscription to be renewed.

This will be repeated in the event that the subscription is not renewed until a period of 45 days has elapsed from the end of the last subscription, at which point it will be classed as cancelled.

S4. Cancellations

All subscriptions can be cancelled at any time by writing to membership@englishassociation.ac.uk stating the customer's name and membership number. For our records we may ask a reason for cancellation.

Cancellation of a subscription will only result in a refund of the payment if no publications have been received by the account holder or at the discretion of the English Association. Any refunds will be made in accordance with the terms set out in section **P8 ii**).

Upon cancellation the subscription will continue until the end of the subscription year and the account holder/designated recipient will continue to receive all publications to which they are entitled for the duration unless otherwise instructed or where a refund of the subscription is made, at which time all deliveries will cease.

Cancellation will stop all future payments from being taken but we recommend that further steps are taken by the account holder with their own bank to ensure future payments are stopped. Should future payment(s) be taken after notice of cancellation has been acknowledged then the English Association will refund all monies taken as soon as possible.

A cancelled subscription can be re-activated at any time by the account holder/administrator on payment of any applicable fees for that subscription year. To reactivate a cancelled subscription please email us via membership@englishassociation.ac.uk.

Communications & Data Collection

How we will contact you

As an account holder/administrator, we will write to you by email to:

- Confirm when your subscription has been successfully set up
- Notify you when your subscription is due for renewal
- Notify you if there are any issues with your subscription renewal/payment

For more information, please refer to our Privacy Policy below.

We will write to you from a range of English Association email addresses. Please add them to your 'safe senders list' so that our emails don't end up in spam/junk.

For information and updates about payments:

finance@englishassociation.ac.uk

For updates and notifications about your membership:

membership@englishassociation.ac.uk

Privacy Policy

Our Privacy Policy applies to information we (The English Association) collect about individuals who interact with our organisation. It explains what personal information we collect and how we use it. If you have any comments or questions about this notice, feel free to contact the Data Protection Officer at hello@englishassociation.ac.uk.

The English Association is committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the currently applicable Data Protection Act (DPA) and Privacy and Electronic Communications Regulations (PECR).

President Professor David Duff FEA

Chief Executive Dr Rebecca Fisher AFHEA

Chair Professor Jenny Richards FEA

Honorary Treasurer Helen Wallace

Please note that:

- “Personal Data” means any information relating to an identified or identifiable person
- We process this data on a specified legal basis
- By interacting with our organisation, you’re agreeing to be bound by this Policy
- We may change this Policy sometimes so please check our website occasionally to ensure that you’re happy with any changes

Personal data that we process

Who you are	Account holder/administrator
The action you’re taking	Managing a subscription on behalf of your customer
The data we collect	Name, email, payment information
Why we collect this data (legal basis)	Contract – by paying your fees you have entered a contractual relationship with us. We fulfil the contract by using your data to send your publications to you.

How we use your data

We will only use your data in a manner that is appropriate considering the basis on which that data was collected, as set out in the table above.

For example, we may use your personal information to:

- reply to enquiries you send to us;
- handle donations or other transactions that you initiate;
- where you have specifically agreed to this, send you communications by email relating to our work which we think may be of interest to you (for example, upcoming Association events and publications).

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When we share your data

We will only pass your data to third parties in the following circumstances:

- you have provided your explicit consent for us to pass data to a named third party;
- we are using a third party purely for the purposes of processing data on our behalf and we have in place a data processing agreement with that third party that fulfils our legal obligations in relation to the use of third party data processors; or
- we are required by law to share your data.

In addition, we will only pass data to third parties outside of the EU where appropriate safeguards are in place as defined by Article 46 of the General Data Protection Regulation.

How long we keep your data

We take the principles of data minimisation and removal seriously and have internal policies in place to ensure that we only ever ask for the minimum amount of data for the associated purpose and delete that data promptly once it is no longer required.

Where data is collected on the basis of consent, we will seek renewal of consent regularly.

Rights you have over your data

You have a range of rights over your data, which include the following:

- Where data processing is based on consent, you may revoke this consent at any time and we will make it as easy as possible for you to do this (for example by putting 'unsubscribe' links at the bottom of all our marketing emails).
- You have the right to ask for rectification and/or deletion of your information.
- You have the right of access to your information.
- You have the right to lodge a complaint with the Information Commissioner if you feel your rights have been infringed.

A full summary of your legal rights over your data can be found on the Information Commissioner's website here: <https://ico.org.uk/>

If you would like to access the rights listed above, or any other legal rights you have over your data under current legislation, please get in touch with us.

Please note that relying on some of these rights, such as the right to deleting your data, will make it impossible for us to continue to deliver some services to you. However, where possible we will always try to allow the maximum access to your rights while continuing to deliver as many services to you as possible.

Modifications

We may modify this Privacy Policy from time to time and will publish the most current version on our website. If a modification meaningfully reduces your rights, we'll notify people whose personal data we hold and is affected.

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Miscellaneous

M1. Re-production of Content

- i) All online and hard copy content provided to members/subscribers is the property of the English Association and the authors and should not be reproduced without express permission. All materials received via English Association membership remains ©English Association unless stated otherwise. Members agree to be bound by copyright law with respect to the use of English Association materials. You can request permission to reproduce content by emailing us on ceo@englishassociation.ac.uk.
- ii) Moderate downloading, printing, copying, or saving of material for personal or scholarly use is permissible only to the extent consistent with the 'fair use' doctrine. Downloading all/portions of members-only content for the purpose of creating systematic and persistent local copied for redistribution is prohibited.

M2. Complaints

The English Association takes complaints very seriously. If you would like to make a complaint, please email ceo@englishassociation.ac.uk.

M3. Contacting the EA

You can contact the English Association via email – please see below for the correct email address to use:

Payment queries/problems; invoices; refunds; receipts; Gift Aid queries
finance@englishassociation.ac.uk

Membership queries; updates to membership details; cancellation requests
membership@englishassociation.ac.uk

For all other queries, please contact the English Association via
hello@englishassociation.ac.uk.

Glossary of Terms

Renewal

Each subscription year runs from **January to December**. This means that each January you need to renew your subscription(s) by paying the fees for the next year.

Lapsed and cancelled

We refer to a subscription as ‘lapsed’ when your fees are overdue. A subscription will be cancelled if no payment is received, as set out in the Terms and Conditions.

Membership vs Subscription

Membership is conferred on individuals who purchase a membership plan. Members have access to membership benefits, such as our online library of publications and resources, discounts on purchases, and discounts on event tickets, as well as the opportunity to get involved in the English Association’s publications, advocacy work, and governance. Subscription to our publications is generally taken out by institutions or their representatives, and does not confer any membership benefits on the account holder or their customers.

Account holder/administrator

In the case of subscriptions, one or more persons – the account holder/administrator – are the contacts for the subscription. The account holder/administrator can renew and amend the subscription by contacting us via membership@englishassociation.ac.uk.

Subscription fee

The amount you pay each year for your subscription.

2026 Agency Subscriber Prices

Membership Plan	Cost	
	GBP £	USD \$
English in Primary Education This membership plan includes the following publications: English 4-11	48.00	98.00
English in Secondary Education This membership plan includes the following publications: The Use of English	94.00	192.00
Full This membership plan includes the following publications: - English - The Year's Work in English Studies	536.00	1,071.00
Full Plus This membership plan includes the following publications: - English - The Year's Work in English Studies - The Year's Work in Critical & Cultural Theory	669.00	1,338.00
Research & Literary Criticism This membership plan includes the following publications: English	238.00	476.00
Year's Work Package This membership plan includes the following publications: - The Year's Work in English Studies - The Year's Work in Critical & Cultural Theory	454.00	906.00

Please send your purchase orders to finance@englishassociation.ac.uk.

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