

Cheltenham u3a Renewals 2021 – Guidance Notes

Your Jan/Feb newsletter will contain a pullout Renewal Form for 2021. There are two ways you can renew your Cheltenham U3A membership – online or by post using the Renewal Form. It's easier for us if you renew online, but we appreciate this is not possible for all our members, so please choose whichever method suits you best.

We've described below what you need to do and highlighted some of the common issues we have with renewals. Hopefully this will make it easier for you and for us!

Online Renewals

In 2020, about two thirds of our members renewed online and we would like to see this number increase. If you renew online, the system is updated automatically as soon as your payment has been processed. The system emails you a confirmation and your renewal card for printing.

You need the following 5 pieces of information before renewing online:

1. Membership Number (4-digit number on your membership card)
2. Forename
3. Surname
4. Postcode
5. Email address

Step 1: Go to the Cheltenham U3A website [www.cheltenhamu3a.org.uk].

Step 2: On the Home page, click on the “RENEW” button (bottom of 1st column)

Step 3: OR choose Membership from the top menu. You will see 2 options in the drop-down options. Select “RENEW”

Step 4: From the “Renew Membership” screen, **please read the guidelines first**, then click on “RENEW HERE”.

Step 5: You will then see a login screen, which asks you to key in 5 bits of information. The system will compare what you key in with the information we have about you on our Beacon administration system. If there are any differences, it will **blank out the 5 fields (without telling you why!)**

The most common problems with renewing online

1. **Wrong Email** – Have we got your current email? If not please email Membership@cheltenhamu3a.org.uk with your membership number, name and email address, so that we can update your details.
2. **Wrong postcode** – Have we got your current postcode? If not please email Membership@cheltenhamu3a.org.uk with membership number, name, old and new addresses, so that we can update your details.
3. **How the postcode is keyed in** – Make sure there is a space in the postcode and none at the end of the postcode.
4. **System expects a 4-digit membership number** – If your membership number is less than 4 digits, please include leading zeroes, e.g. member “344” needs to be typed in as “0344”.

Postal Renewals

When you renew by post, we need the following items from you:

1. A **completed renewal form** (which will be attached to Jan/Feb 2021 newsletter or download it from the Membership page on the website). Please provide as much information as you can, e.g. email address, phone numbers, emergency contact, Gift Aid declaration – which needs to include your signature.
2. A **cheque** made payable to **Cheltenham u3a** - £12 for individual, £20 for joint membership, dated and signed.
3. A **stamped address envelope** (so that we can post your new membership card).

The most common problems with renewing by post

1. Member forgets to include **stamped addressed envelope**, which means we have to contact you to send us the stamped addressed envelope, which is extra expense for you!
2. Member forgets to **sign the cheque**.
3. Cheque is not made out to **Cheltenham u3a**.