Walking Mums Membership Terms & Conditions

These Membership Terms & Conditions ("Terms") apply to all Walking Mums memberships. By joining Walking Mums, you agree to these Terms.

These Terms apply alongside any specific terms that apply to individual events, activities, promotions or member benefits.

1. Membership

Membership is intended for adults who are eligible to participate in the Walking Mums community. You must provide accurate and up-to-date information when registering for membership. You must not create an account using someone else's identity or provide misleading information.

Walking Mums may refuse or restrict membership where there is a legitimate reason to do so, including concerns about safety, inappropriate behaviour, misuse of the community or breach of these Terms.

2. Your account

You are responsible for keeping your login details secure and for all activity carried out through your account. You must tell Walking Mums if you believe that someone else has accessed your account without your permission.

Memberships are personal to the member and should not be shared, sold or transferred to another person unless Walking Mums has expressly agreed otherwise.

3. Payments

The current price of each paid membership is displayed at the checkout before you complete your purchase.

Where you choose a monthly Supporter Membership, your membership will continue on a rolling monthly basis until cancelled.

Where you choose an annual Supporter Membership, the membership will remain active for 12 months from the date of purchase and will renew annually until cancelled.

Your chosen payment method will be charged at the applicable membership price at the relevant renewal date.

If a payment fails, paid membership benefits will be restricted until the payment has been successfully completed.

4. Cancellations

You can cancel a rolling monthly Supporter Membership at any time. Cancellation will take effect at the end of the period you have already paid for, and you will continue to have access to your paid membership benefits until that date.

Cancelling your membership prevents future renewal payments. You will not be refunded for payments already made.

If you have purchased an annual membership, cancellation will prevent renewal at the end of the current annual membership period. Should you wish to cancel your annual plan, please contact us via writing within 60 days of your commencement date for a pro-rated refund.

Under consumer law you have 14 days after the renewal of your annual membership to cancel and receive a full refund for the renewed yearly amount.

Nothing in these Terms affects any statutory cancellation or refund rights you may have under applicable consumer law.

You can cancel at any time by navigating to the settings section of your account.

5. Cooling-off and immediate access to membership benefits

Where you purchase a paid membership online, you have a statutory 14-day cancellation period. However, as membership benefits begin immediately after you join, you understand you are waiving your right to a cooling-off period. Should you wish to keep your cooling off period and delay your benefit activation, please contact us prior to signing up.

6. Membership benefits and perks

Supporter Membership includes access to discounts, offers, perks, priority booking, members-only events and other benefits. Walking Mums does not guarantee that any particular perk, discount, partner or offer will remain available for the entire duration of your membership.

Perks are provided by third-party businesses and may be subject to additional terms, availability, exclusions, booking requirements or other restrictions imposed by the relevant business. Walking Mums is not responsible for the products or services provided by third-party perk partners.

Membership discounts and perks have no cash value and cannot be exchanged for cash or another benefit. Unless specifically stated otherwise, membership benefits are for the named member only and must not be shared with non-members.

7. Changes to membership benefits

Walking Mums is a growing community and the services, events, partners and benefits available to members may change from time to time. We may add, remove or change individual perks, events, community features or other benefits where reasonably necessary.

We will not use changes to individual benefits as a way of materially reducing the overall service without good reason. If we make a significant change to a paid membership that materially disadvantages members, we will provide reasonable notice where appropriate and explain any options available to affected members.

8. Changes to membership prices

We may change membership prices from time to time. If the price of a recurring membership is going to increase, we will provide reasonable notice before the new price is charged and give you an opportunity to cancel your membership before the increased price applies.

Any price change will not affect the period of membership that you have already paid for.

9. Termination of membership

Walking Mums may terminate a membership where there are reasonable grounds to believe that a member has:

- Behaved abusively, threateningly or inappropriately towards another member, organiser, volunteer, partner or member of the public
- Misused Walking Mums membership benefits
- Shared or attempted to transfer membership fraudulently

- Provided false or misleading information
- Used the Walking Mums community for unlawful purposes

Where appropriate, Walking Mums will provide the member with an opportunity to address the issue before membership is terminated. In serious cases, particularly where there is an immediate concern for someone's safety or wellbeing, access may be restricted immediately.

Where Walking Mums terminates a paid membership and the termination is not due to a breach of these Terms, any refund that is legally due will be provided.