



## LEAVING iGOLF

### **Q: What happens to my iGolf subscription if I join a club during my 12-month subscription period?**

Joining an affiliated golf club will supersede your iGolf subscription and you will be resigned as an iGolf subscriber and registered as a club member. You cannot be an iGolf Subscriber and a club member. Please note, no refunds are issued when a subscriber moves into golf club membership during their 12-month iGolf subscription period.

### **Q: If I join a golf club, what do I need to do?**

You will need to provide your membership number to your new golf club so that they can transfer your playing history and Handicap Index. Your new club will then request the release of your record from iGolf.

If you ever change affiliated clubs, your previous club will follow the same process of resigning you as a member of their club and your new club will reinstate you as a member.

Your record will always remain attached to your unique membership number. No golf club should provide you with a new membership number.

### **Q: I am unhappy with my subscription. Can I get a refund?**

You can cancel your subscription for any reason within 14 days of the date of your confirmation email upon joining and receive a full refund, provided you have not made use of the service.

A refund will be issued to the billing card which was originally used. Your subscription will be immediately cancelled, and you will have no access to the MyEG app or iGolf online platform. Outside of the 14-day cooling off period, we operate a no refund policy. For details on requesting a refund within the 14-day cooling off period and the cancellation of a subscription, please view our iGolf [Terms & Conditions](#).

### **Q: How do I cancel my subscription?**

You can cancel your iGolf subscription at any time during the 12-month subscription period. To cancel, log on to the [iGolf platform](#) and click on 'My Account' and click 'Cancel Subscription'.

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[www.Englandigolf.co.uk](http://www.Englandigolf.co.uk)



Once a request is made to cancel an iGolf subscription, this will take effect at the end of your subscription term. Your subscription will not be renewed.

For details on cancelling an iGolf subscription, please view our iGolf [Terms & Conditions](#).

**Q: What happens to my playing record and Handicap Index if I do not renew my subscription?**

Your playing record and Handicap Index will become inactive. If you re-join iGolf or become a member of a club affiliated to England Golf, you will be able to re-activate your account using your unique membership number.

All previous scores will be retained. You will not have access to this record unless you are a member of an affiliated golf club or an iGolf subscriber.

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