



LITERACY SPECIALISTS • TEACHERS • ASSESSORS

The Dyslexia Guild Terms and Conditions of Membership

2025-2026

These Terms replace all prior agreements

1. Please read this information carefully

It is the responsibility of the member to ensure that the terms and conditions for the membership they enrol on are followed and that The Dyslexia Guild receives payment as instructed.

2. Member Responsibility

- 2.1 Members are responsible for ensuring the payment of all membership costs even if the fees are paid for by a third party
- 2.2 Members are responsible for ensuring their personal data is current
- 2.3 Members are responsible for ensuring they adhere to The Dyslexia Guild Code of Practice
- 2.4 Members are responsible for ensuring they meet specific requirements outlined to maintain their membership if the membership has been allocated on an APEL basis/route
- 2.5 Member benefits may be subject to third party conditions or UK copyright law under the terms of the copyright licence.

3. Payment Information

- 3.1 All payments must be made in Pounds Sterling (GBP)
- 3.2 All payments are subject to VAT unless otherwise indicated

Please note: we reserve the right to withdraw membership and membership grading until all fees have been paid in full and 2.3 and 2.4 above have been met.

4. Payment Methods

- 4.1 The Dyslexia Guild accepts VISA and MASTERCARD only. We are unable to accept any other forms of debit or credit card
- 4.2 Please note there will be an additional fee of £25+VAT for any payments not made online at the time of registration by credit/debit card (i.e., bank transfer).

5. Registration

Following satisfactory completion of the registration process:

- 5.1 When the payment is by credit or debit card; the member will receive an email/receipt with confirmation of payment
- 5.2 When the payment is by bank transfer (pay later option), the member will receive an email/receipt; an invoice requesting payment will then follow
- 5.3 Membership grades are assigned after all pre-requisite requirements and relevant documentation have been received
- 5.4 Applications for membership via Accredited Prior Experience and Learning (APEL) will not receive a membership grade higher than Affiliate until all criteria and conditions have been met.

6. Cancellation by Members

- 6.1 You may cancel your membership within 14 days of paying the membership fee and a full refund minus a £25+VAT administration fee
- 6.2 Cancellation must be made in writing to guild@dyslexiaaction.org.uk
- 6.3 Full or partial refunds are not given for cancellations during your annual membership period, including APEL applications who do not meet our criteria (see 5.4.)
- 6.4 Direct debit payers should give at least 10 working days' notice before the collection date in order for the collection to be stopped and you should also inform your bank. This does not affect the Direct Debit Guarantee.

7. Cancellation of Membership by The Dyslexia Guild

- 7.1 The Dyslexia Guild may cancel Guild membership under the following circumstances:
 - 7.1.1 where the agreed timeframe conditions of an APEL route are not met
 - 7.1.2 where aggressive or threatening behaviour has been directed towards staff members or false statements have been made against The Dyslexia Guild, Dyslexia Action and/or Real Training
 - 7.1.3 where there is repeated misuse of membership benefits and services, or where behaviour has been in violation of the Code of Practice or any other policies
 - 7.1.3.1 note that members are responsible for all borrowed library resources and will be invoiced for damages or losses
- 7.2 Cancellation of membership will invalidate any membership certificates.
 - 7.2.1 it is your responsibility to inform any employer of your change in membership status

8. Principles governing conduct

Acceptable Use Policy Guild Forums

Code of Practice

Use of the Dyslexia Guild logo

See: [Guild Policies](#)

9. Contact Details

For further help and advice on Guild membership please contact:

The Dyslexia Guild

guild@dyslexiaaction.org.uk

dyslexiaguild.org.uk

Tel: +44 (0)1784 222342

Centurion House, London Road, Staines upon Thames. TW18 4AX