

Frequently Asked Questions - Membership - G Scale Society

The information given below is not exhaustive so if you cannot find what you are looking for contact the Membership Secretary at membership@gcalesociety.com

- Q. I do not have a computer, so how can I join?**
- A. Preferably get someone to do it on line for you but if not you can send a cheque to the Membership Secretary for the required remittance. See web site for contact details. You can also complete a pre printed application form, available at shows and on line, or simply send a letter, cheques and address details and the rest will be done for you.**
- Q I do not have a Pay Pal Account.**
- A. There is no need for anyone to have a Pay Pal account. You simply follow the on line instructions and use your debit or credit card as you would in any shop or mail order transaction.**
- Q. Can I join using my debit or credit card directly with the Society?**
- A. No, we are too small an organisation to absorb the charges associated with this.**
- Q. Can I set up a Direct Debit, or Standing Order with my bank, for the G Scale Society?**
- A. No, as we cannot rely on receiving details of who has paid into our account.**
- Q. Once I have joined, what happens next?**
- A. If you join using Pay Pal you will get an immediate acknowledgement from Pay Pal and when your application is processed you will get a further acknowledgement of receipt of payment along with further information. Thereafter you will receive Journals quarterly until the end of the calendar year in which you join, including any already published for the year of membership.**
- Cheque payments involve a longer process but you will receive an acknowledgement of payment when your application is processed, provided we are supplied with a contact e mail address. Thereafter everything else will be as above. Where no e mail address is supplied, arrival of your joining pack will be your confirmation of membership.**
- Q. Are there any local people to me who I will be able to get in touch with?**
- A. Once you have joined the Society your local Area Group Leader will get in touch with you to offer any assistance and advise you of local arrangements for meetings etc. Local areas are governed by your postcode, but you can join one or more Groups if you wish, although all correspondence will still go to the area responsible for your postcode. You can of course approach your Area Group leader whenever you wish.**
- Q. Can I have details of any other members in my area?**
- A. Because of Data Protection this information is restricted. Meeting people at an Area event is the best way to make contact with others on a one to one basis in your area.**
- Q. How do I know when to renew my membership?**
- A. You will receive notification on the reverse side of the address label of your Winter Journal. This also acts as a change of circumstances form, if required. You are also reminded several times within that Journal, in various articles. You can also self renew on line from 1st October of any preceding year. Members with e mail addresses will receive a reminder 28 days beforehand.**
- Q. Can I pay for more than one person at a time on Pay Pal?**
- A. Follow the information on our web site as to the categories of payment.**

- Q. Can I pay for more than one person with a cheque payment?**
- A. Yes, but you must state clearly all the name and membership numbers of those for whom you are renewing.**
- Q. Can I pay for a full or Junior member, living elsewhere, as a gift?**
- A. Yes. Simply provide all required details of both parties.**
- Q. What should I do if I do not hear from the Society after I have paid to join, or if my Journal does not arrive in the post?**
- A. This is rare but can happen, but if it should, contact the Membership Secretary at membership@gsscalesociety.com or telephone 0141 586 0955. Please do not contact the Web Master**
- Q. Do I make calls during the day, or in the evening?**
- A. The Membership Secretary and all other Committee members are volunteers and have other commitments, including, in some cases, full time employment, so there may be times when they are unavailable. No calls should be made after 9pm.**
- Q. Can a member obtain previous issues of the Journal when they join the Society?**
- A. If stocks remain, anyone can obtain a copy of a previous Journal at a cost of £3 per copy exclusive of postage.**
- Q. Can a current member do likewise?**
- A. Yes but at the same costs as above and, subject to availability. Please contact the Membership Secretary.**
- Q. If I have a complaint to make about any issue, with whom should I get in touch?**
- A. You should get in touch with the Committee member who deals with the subject matter for your complaint to establish what has caused you to be concerned. If you do not get the satisfaction you are looking for, then write to the Secretary at secretary@gsscalesociety.com Complaints to the Chairman should only be made if every other avenue has been exhausted. Only contact the Web Master if your complaint is relevant to him.**
- Q. Who do I notify if I move house or no longer wish to remain a member of the Society**
- A. Contact the Membership Secretary. If you are leaving the Society the Membership Secretary will ask for your reasons for doing so, for research purposes, but you are not obliged to respond to this question, if you do not wish to do so.**