



## 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](mailto:membership@gcalesociety.com)

### Section 1

For anyone able to access a computer and our web site for this information on behalf of a member or potential member who does not have a computer or computer knowledge.

- Q. I do not have a computer, so how can I join?
- A. Preferably get someone to do it online for you, but if not, you can send a cheque to the Membership Secretary for the required remittance. Contact the Membership Secretary for details of current rates if you have no details from elsewhere. You can also complete a pre-printed application form, available at shows, or simply send a letter, cheque, address details, including telephone numbers, and an email address if you have one. (Provision of an email address does not rule out paper and cheque applications in future). and the rest will be done for you.

### Section 2

- Q. Can I join using my debit or credit card directly with the Society?
- A. Yes, you can but you must use the membership system referred to as Member Mojo where you can pay using "Stripe" which is the same as if you were paying for goods in a shop.
- Q. I prefer to use Pay Pal but 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 enter as a guest.
- Q. Can I set up a Direct Debit, or Standing Order with my bank, for the G Scale Society?
- A. No, this procedure is too expensive in bank charges for our Society.
- Q. Once I have joined, what happens next?
- A. If you join using Stripe (Society preferred) or Pay Pal you will get an immediate acknowledgement and when your application is processed you will get a further acknowledgement of receipt of payment along with further information from the membership Secretary, if you have provided an email address. This will be followed by a letter in the post together with a membership card, badge, and previously issued copy of our Journal. You will then receive the next four Journals published.

Cheque payments involve a longer process, due to the vagaries of Royal Mail, but you will receive an acknowledgement when your application is processed, provided we are supplied with an 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 contact?**
- A. Once you have joined the Society your local Area Group Leader (details in every Journal) should contact 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 initially go to the area responsible for your postcode. All future correspondence will be by email direct to you or through the journal or by News Bulletins to all members.**
- 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 contact others in your area, where you can make personal arrangements to give out your details if you wish.**
- If you have chosen not to be a member of any group you can contact other members in your area by sending your details to the Membership Secretary to forward to local members for them to respond to you, which they may, or may not. Not if no one replies that is the end of the matter. If they do, any subsequent correspondence is between you and them and is not covered by the Data Protection Act.**
- Q. How do I know when to renew my membership?**
- A. If you have provided an email address and have kept it up to date with us you will receive up to four email reminders to renew promptly, when your personal renewal date comes up and this should be acted upon to keep your journals flowing to you. Your renewal date is also on the address label accompanying your journals. You are also reminded within the Journal, in various articles.**
- Q. Can I pay for more than one person with a cheque?**
- A. Yes, but you must state clearly all the names and membership numbers of those for whom you are renewing.**
- Q. Can I pay for a member, living elsewhere, as a gift?**
- A. Yes. Simply provide all the required details of both parties. This can be further personalised by the Society if adequate notice is provided.**
- 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 unlikely to happen unless there are isolated processing issues, but if it should, contact the Membership Secretary at [membership@gscsociety.com](mailto:membership@gscsociety.com) or telephone 0141 586 0955. Please do not use any other means of contact.**
- 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, some including 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 at any time?**
- A. Yes, if stocks remain, at a cost of £4 per copy, within the UK. Overseas members by arrangement with the Membership Secretary, or you can contact the Journal Editor, details in any journal and ask for a download copy of the Journal if you wish. Please note the current year is not available until the following year.**

- Q. If I have a complaint to make about any issue, with whom should I get in touch?**
- A. You should contact the Committee member who deals with the subject matter of your complaint to establish what has caused you to be concerned. If you do not get the satisfaction you are looking for, or if your complaint is about that Committee member, then write to the Secretary at [secretary@gcalesociety.com](mailto:secretary@gcalesociety.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.**

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