

The Little Books Club

TERMS AND CONDITIONS OF MEMBERSHIP

Please read these Terms and Conditions carefully, and ask us if you have any questions, Only sign the Little Books Club enrolment form if you accept these terms.

THE BIG PICTURE

1. We publish 5 Little Books a year. By joining the Little Books Club you agree for us to send you each new Little Book on publication.
2. You join the Little Books Club by paying in advance a subscription for 5 books. *The price you pay is much less than the full price of the books.* You can pay by credit/debit card or cheque.
3. When we get your payment we'll send you a welcome letter and your discount voucher. We'll add you to the membership list and send you the next Little Book as soon as we publish it. We'll take the reduced price of the book from the subscription you have sent us. There's no charge for postage.
4. You don't have to keep any of the books you don't want to. If you return a book to us we'll credit what we charged you for the book back to your subscription account. Please see instructions for returns later. Please note that we do not pay return postage.
5. As well as getting the new Little Books cheaper, membership of the Little Books Club entitles you to additional discounts and benefits. These are listed in the next section.
6. You can cancel your membership of the Little Books Club at any time. There is a cancellation charge which reduces to zero after you've been a member for a while. Details are below.

THE SMALL PRINT!

7. While you are a member you can
 - buy *any* Little Book that has already been published at your membership price. Payment for these must be made separately and can't come off your subscription. It's essential that you quote code **GLR 1AN** when ordering any Little Books at your membership price.
 - have your orders sent to you postage freePlease quote your membership number to ensure you receive these benefits.
8. On first joining the Little Books Club (and on renewal) we'll send you a **15% discount voucher**. You can use this voucher on one single order of anything in the current Featherstone Education range. Please note that you cannot apply this discount voucher to your Little Books Club subscription. However, you *can* use it to buy Little Books already published and get them even cheaper. For example –

Full price of a Little Book	£7.99
LBC member's price	£6.50
LBC member's price with voucher	£5.53

Of course, you can use your voucher for *anything* in our current range.
9. At around the same time that you receive your new Little Books you will also be sent a member's newsletter (this will arrive separately from your Little Books). *Little Books Club News* contains an article by Sally Featherstone on some aspect of Early Years practice or legislation. There's also information about new and coming Little Books and other publications and activities. The newsletter is yours to keep, even if you return the book.
10. You will remain a member of the Little Books Club and entitled to the above benefits for as long as your account remains in credit. We'll remind you when your subscription is due for renewal.

DECIDING WHETHER YOU WANT TO KEEP A BOOK

11. The new Little Books are supplied to you on approval. You have 30 days from the date of the invoice to decide whether you want to keep the book. If you decide not to keep it you must return it to **Little Books Club, Marketing Department, A&C Black, 36 Soho Square, London, W1D 3QY** in a good (saleable) condition. You are responsible for paying the return postage. Please pack the book securely, because we are not responsible for books that are damaged in transit. For your own protection you should keep proof of posting.
12. If we receive the book in good condition within 30 days we'll refund its cost back to your subscription account. If we receive it after 30 days we'll have to charge it to your account.

ENDING YOUR MEMBERSHIP

13. Your membership will end automatically when you have received your 5 books, unless you renew it.

14. You can end your membership at any time before that. You must cancel in writing – by letter, fax or email (littlebooks@acblack.com). We're sorry but we cannot accept membership cancellations over the phone.
15. When we receive your cancellation we will end your membership immediately and refund any of your subscription that's unspent. However, to cover the costs involved in setting up an account we make an administration charge for leaving very early. This is calculated as follows:
- | | |
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| Cancellation after buying 4 or more Club books | no charge |
| Cancellation after buying 3 Club books | £2.50 |
| Cancellation after buying 2 Club books | £5.00 |
| Cancellation after buying less than 2 Club books | £7.50 |
- The refund will not be made until the 30 day approval period has expired for the last Club books supplied to you.

OUR BIT

16. We undertake
- to send you each new Little Book post free on publication
 - to send you regular information about forthcoming titles and dates, and to inform you of any changes.
 - to accept for a full refund any Club books you return to us, provided they arrive in good condition and we receive them within 30 days of sending them to you.
 - to provide you with the discounts and other member's benefits described above.
 - to inform you when your membership is due to expire, so that you can extend it if you wish.
 - when your membership ends to refund promptly any money due to you.
17. We reserve the right to decline a membership application, and to close a membership. In the case of closure we guarantee to refund in full any money in the member's account.