

## BCA Membership Changes – Frequently Asked Questions

### 1. Why are the membership packages changing?

Like many charities and organisations, **our operating costs have risen significantly** in recent years. This includes increases in utilities, insurance, and the cost of conservation work - all of which have been affected by the current economic climate in the UK.

To ensure we can continue delivering the high-quality activities, advocacy, and environmental care that our members value, we've updated our membership packages and pricing. **We haven't increased our membership prices since 2022**, and this change follows a detailed stakeholder review. It also aligns with best practice across the environmental and heritage conservation sector.

### 2. When do the new membership packages come into effect?

The new packages will take effect from **Thursday 1st May 2025**. Members renewing before that date have the option to continue with their current package and pricing for one more year.

### 3. What are the new membership packages and prices?

We now offer a range of tailored packages:

- **Beech Package** – £15/year for an individual or £30/year for a couple (*two adults at the same address*)
- **Oak Package** – £30/year for an individual or £60/year for a couple
- **Family Package** – £72/year for 2 adults and up to 4 children up to age 16 (*at the same address*)
- **Young Person Package** – £12/year for individuals aged 16-29
- **Lifetime Membership** – one-off payment of £350 per individual

Each package includes a different range of benefits. You can view the full details of the packages in our leaflet below.

### 4. What happens if my renewal date is before 1<sup>st</sup> May 2025?

You're eligible to renew under your current package and pricing if you do so before **1<sup>st</sup> May 2025**. After that date, all individuals and couples' packages will automatically renew on the new **Beech package**.

If you would like to upgrade to the **Oak package**, please notify us 10 days in advance of your renewal date.



For **Family** membership renewals **after the 1<sup>st</sup> May**, packages will **automatically renew at the new price**. If you would like to make any changes to your current package option, please contact us 10 days in advance of your renewal date.

## 5. What is included in the Oak, Family, and Young Person packages?

Each of these packages includes the **Beech benefits plus** additional perks, like:

- An annual half-price visit to Poole's Cavern
- Discounts at Café at the Cavern
- Free parking at the Visitor Centre
- Priority access to events (including Poole's Cavern Santa's Grotto), and more!  
Family and Young Person packages offer further tailored benefits like children's activity packs and access to citizen science projects.

**You can see the full benefits of all of our packages in our leaflet below.**

## 6. Can I pay monthly instead of yearly?

Yes! Monthly payment options are available via Direct Debits for most membership types (except Beech and Lifetime Membership).

For example:

- Oak: £2.50/month (Individual) or £5/month (Couple)
- Family: £6/month
- Young Person: £1/month

## 7. Do I have to choose a digital membership card?

Not at all - it's optional! To reduce our environmental impact and allow your membership fee to go further, we strongly encourage members to choose a digital membership card. However, if that isn't suitable for you, a physical card is still available.

## 8. Will I still have a physical parking pass?

Yes. We will still be issuing **physical annual parking passes** to members on the **Oak, Lifetime, Young Person, and Family** packages.

## 9. How will I receive my new membership card and parking pass?

To help further reduce our environmental footprint, we are also reducing our postal communications.

Where possible, we kindly ask members to **collect their new membership card and parking pass** during their next visit to the Poole's Cavern Visitor Centre.

If visiting isn't possible, we can post them out by **special request** - just get in touch with us.

**In addition, we'll also be providing all members with a complimentary, biodegradable and compostable, car window sticker to show your support for BCA.**

## 10. How do I change my membership or update my details?

Please contact our Membership & Marketing Officer, **Leah Mycock** at [leah.mycock@buxtoncivicassociation.org.uk](mailto:leah.mycock@buxtoncivicassociation.org.uk) or visit our Visitor Centre. We'll be happy to help update your membership or answer any queries.

## 11. Can I switch membership packages at a later date?

Yes, you can upgrade or change your membership package at any time, we'll adjust your payment accordingly. Just contact us to make the change.

## 12. What counts as a 'Couple' or 'Family' for membership purposes?

- **Couple:** Two adults living at the same address.
- **Family:** Up to 2 adults and up to 4 children (under 16) at the same address. If your situation is a little different, feel free to reach out - we're happy to be flexible where possible.

## 13. Will the events included in membership be suitable for all ages?

We aim to offer a variety of events - from family-friendly activities to in-depth conservation talks and walks. We'll always let you know in advance which age group an event is most suitable for.

## 14. What happens if I miss a renewal date?

No worries - you won't lose your membership immediately. We'll send you a reminder and you'll have a short grace period to renew. However, to keep receiving benefits (like parking and event access), it's best to set up a Direct Debit.

## 15. Can I give a membership as a gift?

Yes! BCA memberships make wonderful gifts. We can arrange gift memberships and a welcome pack for the recipient with a personal message. Just contact us for details.

## 16. I no longer wish to be a member of BCA - can I cancel?

Of course - though we'll be sad to see you go.

- If you've paid **annually**, your membership will remain active until the end of your paid period.
- If you pay **monthly**, we can cancel anytime with a short notice period. You will lose access to your benefits immediately.



## 17. Are there any additional ways I can support BCA?

Absolutely!

- **Volunteer:** Whether your skills are in conservation, events, education, marketing, admin or maintenance - your time can make a real impact. Email us at [volunteering@buxtoncivicasociation.org.uk](mailto:volunteering@buxtoncivicasociation.org.uk) to get involved.
- **Donate:** Every contribution, big or small, helps us protect Buxton's environment and heritage.

Here are some examples of what your support can achieve:

- **£10:** Provides a bird box for one of our woodlands, supporting small bird species.
- **£50:** Enables us to plant and maintain five tree saplings, contributing to the sustainability of our woodlands and encouraging biodiversity.
- **£100:** Funds the installation of an owl box, providing safe homes for birds of prey in our woodlands, like tawny owls.
- **£250:** Allows us to purchase a wildlife trail camera, helping us monitor and protect the species in our woodlands.

*Please note, while these examples show how your donation might be used, we allocate funds to the most urgent conservation needs.*

You can make a donation on our website at [www.buxtoncivicasociation.org.uk](http://www.buxtoncivicasociation.org.uk)

## 18. I'm a current Lifetime Member. Does anything change for me?

No, your Lifetime Membership remains the same and continues to include all benefits under the Oak Package. As a thank you for your continued long-term support, we would like to offer you one of our new complimentary "BCA Life Member" metal pin badges. Please get in touch with Leah at [leah.mycock@buxtoncivicasociation.org.uk](mailto:leah.mycock@buxtoncivicasociation.org.uk) if you would like to arrange to collect one.



# BUXTON CIVIC ASSOCIATION MEMBERSHIP



Join Buxton's leading environmental and heritage charity.

# About BCA

BCA was formed in 1967 to protect Buxton's unique charm and heritage from the threats of developers' undesirable developments. **Today, we continue this legacy as the leading environmental and heritage charity in Buxton.**

We proudly own and manage **Poole's Cavern**, which thrives as a top attraction in the Peak District, and one of the most impressive show caves in the country. BCA also **own and manage 9 woodlands**, totalling over **160-acres** around Buxton, including Grin Low Woods.

**As a charity, BCA needs your support to protect our beautiful town, Buxton's woodlands and Poole's Cavern for future generations.**

## Win!

Join or renew as a member before 31<sup>st</sup> Aug 2025 to be in with the chance to win 2x tickets for a 1-day tour with Rabbie's and a £50 voucher for Poole's Cavern Shop!

See [buxtoncivicassociation.org.uk](http://buxtoncivicassociation.org.uk) for full details.  
T&Cs apply.



TOUR TICKETS KINDLY DONATED BY

**Rabbie's**®



## MEMBERSHIP PACKAGES

**LIFE  
MEMBERSHIP  
AVAILABLE**

### BEECH

- Membership booklet (1 per package)
- E-newsletter
- Invitation to BCA AGM
- Free or discounted member events

**Individual**  
**£15**  
per year

**Couple**  
**£30**  
per year

### OAK

#### BEECH BENEFITS PLUS:

- 1x annual voucher for a HALF-PRICE visit to Poole's Cavern for x1 adult (individual) or x2 adults (joint)
- 10% discount at Café at the Cavern
- Free parking at the Visitor Centre
- Pre-sale access to special events
- Digital copy of The Buxtonian

|                   |                   |               |               |
|-------------------|-------------------|---------------|---------------|
| <b>Individual</b> | <b>Individual</b> | <b>Couple</b> | <b>Couple</b> |
| <b>£2.50</b>      | <b>£30</b>        | <b>£5</b>     | <b>£60</b>    |
| per month*        | per year          | per month*    | per year      |

### FAMILY

#### BEECH & OAK BENEFITS PLUS:

- Poole's Cavern Activity Pack for children
- 1x annual voucher for a HALF-PRICE visit to Poole's Cavern for x2 adults and up to 4 children

**Family**  
**£6**  
per month\*

**Family**  
**£72**  
per year

### YOUNG PERSON (16 -29)

#### BEECH & OAK BENEFITS PLUS:

- 1x annual voucher for a HALF-PRICE visit to Poole's Cavern for x1 adult
- Exclusive training, events and citizen science projects (e.g. cave science and woodland conservation projects)

**Young Person**  
**£1**  
per month\*

**Young Person**  
**£12**  
per year

JOIN TODAY AT  
[buxtoncivicasociation.org.uk](http://buxtoncivicasociation.org.uk)

*\*12-months Direct Debit*

# Volunteering Opportunities

BCA depends on skilled and committed volunteers to help conserve historic woodlands, protect local heritage, and support Poole's Cavern. Whether you have a passion for conservation, events, education, marketing, administration or maintenance, your skills and time can make a real difference! Flexible opportunities are available for all ages.

Get in touch today at [volunteering@buxtoncivicasociation.org.uk](mailto:volunteering@buxtoncivicasociation.org.uk)



## Other ways to get involved:

- Make a donation
- Check out our events programme
- Follow our social media channels
- Sign-up to our website mailing list



**POOLE'S  
CAVERN  
& BUXTON  
COUNTRY PARK**



**Buxton Civic Association**  
[buxtoncivicasociation.org.uk](http://buxtoncivicasociation.org.uk)

**Registered charity number: 258163**







**Buxton Civic Association**  
buxtoncivicasociation.org.uk

**Tel:** 01298 26978  
communications@buxtoncivicasociation.org.uk

Buxton Civic Association Ltd  
Poole's Cavern Visitor Centre  
Green Lane  
Buxton  
Derbyshire  
SK17 9DH

10<sup>th</sup> April 2025

[Member's Name]

[Member's Address]

Dear [Member's Name],

We hope this letter finds you well. As a valued member of Buxton Civic Association, we deeply appreciate your ongoing support and commitment to our registered charity which is heading towards its sixtieth anniversary. Thank you for helping us to conserve and enhance our nine woodlands, Poole's Cavern, and Buxton's built and natural heritage.

We are writing to inform you of an upcoming change to our membership packages. After careful consideration and a thorough stakeholder review, our Board of Trustees has decided to adjust Membership packages to better suit our members' needs. This includes adjusting the benefits members will receive going forward. We also wanted to inform you personally that depending on which membership package you choose going forward, there may be a small increase to the annual membership price. This adjustment is essential to ensure that we can continue to deliver high-quality activities, advocacy, and resources that our members expect and deserve. I'm sure that you will all understand that all our costs continue to rise considerably, and the charity has done all it can to absorb inflation in recent years.

**Effective Date:** Thursday 1<sup>st</sup> May 2025

**Membership Due:** [Due Date of Renewal]

**New Membership Packages:** Please see the enclosed leaflet

\*\*\* Members with renewal dates before the 1st of May 2025 have been invited to renew in advance, ensuring they can maintain their membership at the previous package and pricing.

We understand that any increase in the cost of membership may be a concern, and we want to assure you that this decision was not made lightly. The changes to membership are aligned with best practice in the conservation sector and the current financial challenges we are facing as a charity. We have consulted with other heritage and conservation charities to ensure our approach is in line with sector standards and our goal remains to provide you with exceptional value for your membership.



**Buxton Civic Association**  
[buxtoncivicasociation.org.uk](http://buxtoncivicasociation.org.uk)

**Tel:** 01298 26978  
[communications@buxtoncivicasociation.org.uk](mailto:communications@buxtoncivicasociation.org.uk)

Buxton Civic Association Ltd  
Poole's Cavern Visitor Centre  
Green Lane  
Buxton  
Derbyshire  
SK17 9DH

If you have any questions or would like to discuss these changes further, please do not hesitate to contact Simon Fussell at

[communications@buxtoncivicasociation.org.uk](mailto:communications@buxtoncivicasociation.org.uk)

We are here to address any questions you may have and ensure a smooth transition to our new membership packages. We have also set up a Frequently Asked Questions information page on our website which offers further information about our thinking.

We have taken the unusual step of posting this letter to you via Royal Mail as we recognise its importance and did not want to risk the message being lost within your email inbox. Our preference going forward however will be to maximise the use of digital technologies, thus helping to reduce our environmental footprint. For this reason, a digital membership card will be available for the first time. We hope this will be an appreciated and popular development. We will also ask that where practical, members consider collecting their new cards and parking passes from Poole's Cavern when they visit, allowing us to focus our financial resources on conservation, although where required we will be happy to post these to supporters too.

Thank you for your continued support and involvement with Buxton Civic Association.

Together let's celebrate the natural and human heritage of Buxton and continue to advocate its importance in making Buxton a special place to live or visit.

Yours Sincerely,

Peter Phillipson  
Chair of the Board of Trustees  
Buxton Civic Association

Dave Green  
CEO  
Buxton Civic Association