



**Terms and conditions:  
Who Cares? and Who Cares? Junior magazines**

**1 The publication**

Who Cares and Who Cares? Junior magazines.

**2 Frequency of publication**

Both magazines are sent out quarterly.

**3 Subscription rates**

Please see website for current rates.

**4 Subscription contacts and address information**

Emma Wood, Communications and Marketing Executive  
The Who Cares? Trust  
152-160 City Road  
London  
EC1V 2NP  
Email: [emma.wood@thewhocarestrust.org.uk](mailto:emma.wood@thewhocarestrust.org.uk)  
Phone: 0207 017 2787

**5 Subscriptions and subscription renewals**

Subscriptions will entitle the subscriber to receive four issues over a period of one year, or eight issues over two years. The subscription period will start with the first issue to be delivered after the subscription is taken out. Subscriptions can be renewed at any point in the current subscription period.

**6 Change of address**

Change of address should be notified to us at least three weeks before a publication is due to be despatched, as despatch labels are printed in advance.

**7 First issue after subscription**

The first issue despatched will be the issue published not less than three weeks after the receipt of cleared funds for the subscription payment.

**8 Cancellation policy**

**Within 15 days:** We offer a 15 day cooling-off period for all new subscriptions and subscription renewals. During this time, subscriptions may be cancelled and refunded.

**After 15 days:** Because of the way in which services for content, editorial work, printing and production are contracted, subscriptions once set up will normally run for the full period. The exceptions to this policy are:

- if the subscriber wishes to transfer the unexpired portion of a subscription to another subscriber;
- if the subscriber goes into liquidation or otherwise ceases to exist.

## **9 Ordering individual issues**

Single copies of particular issues can be provided to a subscriber free of charge on request, subject to availability. For multiple copies of individual issues, see "ordering back issues" (para. 10 below).

## **10 Ordering back issues**

Subscribers may order back issues (issues published three months or more before the current issue), subject to availability. If copies are available, they will be provided at the cost per copy applicable to the subscriber's current subscription, including delivery costs.

## **11 Payment methods**

Payment may be made by cheque or bank transfer. Please contact us for further details.

## **12 Delivery methods**

Publications will be delivered by courier, postal services or other physical delivery methods which ensure a reasonably prompt delivery appropriate to the volume of the publications and the location of the subscriber.