

## Auto-renewal of your subscription

We are changing the way our subscriptions work. From August 2022 or, if earlier, the date that you renew your subscription with us, your subscription will change from being one that you need to actively renew, to one that will automatically renew at the end of the current subscription. The renewal will automatically be deemed to be for the same product and the same length as the subscription that is just ending. The price will be the subscription price for that product at the time.

We will notify you when you come towards the end of your current subscription, and you will have the options to:

- a. Cancel your auto-renewal
- b. Change the product that you would like to subscribe to, e.g. from a KS5 subscription to a KS4 & KS5 subscription
- c. Do nothing, and your subscription will automatically renew on the final date of your current subscription for the same product and the same term as the current subscription.

This means that you can be confident that you will have continuous access to your Connect platform, in particular around Results Day, and you will not need to worry about the risk of your access being cancelled. We hope that this will save time and reduce your administrative burden.

For any renewal after August 2022, each school or college's Alps administrator will be given 90 days' notice of your date of renewal within Connect and you will have the opportunity to cancel your renewal or amend your subscription terms before or at this time. We ask that you give at least 60 days' notice if you want to cancel your renewal.

[Here is a link to our updated terms and conditions.](#) We have included an annex at the end with a summary of the changes.

If you have any queries at all about subscription renewals, please do not hesitate to contact the team at [info@alps-va.co.uk](mailto:info@alps-va.co.uk).