

## Terms & Conditions : Future Pay

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### 1. What are Future pay payments and how do they work?

Lewis-Manning Hospice Care recurring payments are made through World Pay <http://www.worldpay.com/uk> and through a service called Future Pay. This is an internet-based equivalent of traditional standing order and direct debit facilities.

With Future pay, you arrange to get funds debited from your card, rather than from your bank account.

Once an agreement is created, you can view payments in the Shopper Management System (SMS) on the World Pay website. To login to the Shopper Management System, please see this [guide](#)

<http://support.worldpay.com/support/shopper/kb/shoppermanagementsystem/sms3100.html>

Please note, any contract is between you and Lewis-Manning Hospice Care rather than with World Pay.

### 2. How often will Future pay payments be made?

Once your agreement has been set up, payments with Lewis-Manning Hospice Care will automatically be collected in monthly installments over a specific time unless otherwise agreed within the agreement.

### 3. How to cancel any Future pay agreement

A Recurring Payments (Future Pay) agreement can be cancelled by you or through Lewis-Manning Hospice Care

World Pay is unable to cancel your order /agreement or to provide you with a refund. To cancel the agreement yourself:

1. log in to the Shopper Management System. For more information on logging in, refer to [Log in to the Shopper Management System](#). <http://support.worldpay.com/support/shopper/kb/shoppermanagementsystem/sms3100.html>
2. The **Recurring Payments (Future Pay) Shopper Home** page is displayed.
3. Under the **Agreement ID** column, select the hypertext displaying the Agreement ID for the agreement you want to cancel.
4. The **Recurring Payments (Future Pay) Agreement Details** page is displayed.

5. **Double check** that the agreement on your screen is definitely the agreement you want to cancel.
6. Select **Cancel**
7. The **Cancellation Confirmation** page is displayed.
8. Select the **Yes** button to cancel the agreement. If you do not wish to cancel the agreement, select either the **Go back to agreement** or **Go back to home page**

#### **4. Donation Refund Policy**

We are grateful for your donation and support of our organisation. Donations are normally nonrefundable but if you have made an error in making your donation or change your mind about contributing to our organisation please contact us at [fundraisingteam@lewis-manning.org.uk](mailto:fundraisingteam@lewis-manning.org.uk). Refunds are returned using the original method of payment. If you made your donation by credit card, your refund will be credited to that same credit card.

Please ensure that if you have more than one agreement, you select the correct agreement to cancel. Once an agreement has been cancelled it cannot be reinstated. If you cancel the wrong agreement, please contact the online store you held the agreement with and ask them to set up a replacement agreement. Unfortunately World Pay cannot set up a new agreement for you.

For additional information about Future pay, please see: <https://support.worldpay.com/support/kb/bg/recurringpayments/rpfp.html>

Thank you for adhering to our Terms & Conditions!