

Sponsor the National Plant Collections

FREQUENTLY ASKED QUESTIONS

Can I receive my sponsorship package before 10 days as I am buying a gift?

Please ring 01483 447540 or email info@plantheritage.org.uk to discuss. We can send certificates by email in the first instance for you to print.

How long does my sponsorship last for?

If you set up a monthly Direct Debit of £4.00, your sponsorship will continue until you contact us or your bank and ask it to be stopped.

If you pay with a one-off donation of £48.00 by one-off payment by credit/debit card or cheque, your adoption will last for a year and you'll receive an invitation to renew your sponsorship with the chance to follow a different National Collection for another year in your final update of the year.

Can I pay with a one-off payment?

Yes, choose this option in our website shop, or you can ring 01483 447540 to pay by credit/debit card.

How often will I receive updates about the Collection I am following?

Updates are sent in February/March, June and October

If I follow a National Collection will I be the only one following this Collection?

A number of people can follow one of the listed National Plant Collections for that year.

Can I change the National Collection I am following?

You can change which National Collection you are following after 1 year, but you can advise us of your wish to change at any time. Please ring 01483 447540 or email info@plantheritage.org.uk.

Do I have to follow a specific National Collection?

No, you can choose to simply sponsor the National Plant Collection Scheme itself.

What is my sponsorship money spent on?

As plants fall out of fashion they can disappear from cultivation. Your money will help prevent this loss and help us safeguard these plants for the future. Money from your sponsorship funds our work in cultivated plant conservation through the National Plant Collections®.

What is your refund policy

Under charity law, Plant Heritage are not permitted to refund donations but understand there may be instances where it is necessary, such as when a duplicate sponsorship is set up in error or a credit/debit card has been used fraudulently. Please ring 01483 447540 or email info@plantheritage.org.uk with any enquiries.

What if there is an error with my Direct Debit payment?

Under the Direct Debit guarantee, you are entitled to a full refund of the amount paid from your bank if an error is made with your Direct Debit. You can make a Direct Debit Indemnity Claim directly with your bank who will immediately refund the amount directly back into your account.

Please ring 01483 447540 or email info@plantheritage.org.uk with any enquiries.

Thank you for your support