

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?

Your sponsorship will be set up as a recurring payment and will renew automatically each year. We will contact you in advance and you can choose to cancel if you wish.

Can I pay with a one-off payment?

Yes, you can choose to pay one annual amount or per month. If you choose to pay monthly, we ask that you sign up for a year, to help cover our costs as a charity.

How often will I receive updates?

You will receive a copy of our Journal magazine twice a year (spring and autumn) along with regular e-newsletters (you can choose to opt of either or both of these if you wish).

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.

Can I change the National Collection I am following?

Yes, you can change which National Collection you are following after 1 year, and 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.

Can I become a member as well as sponsoring the National Collections?

Absolutely! You'll find information on our website about becoming a member and you will be very welcome. You can also email us on membership@plantheritage.org.uk

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.

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Thank you for your support