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WestCycle Membership Refund Policy

We value our members and appreciate their support for our organisation. However, we understand that sometimes circumstances may change, and members may wish to cancel their membership and request a refund.

If you are not satisfied with your membership or have changed your mind, you may request a full or partial refund of your membership fees within 14 days of joining or renewing your membership. To request a refund, please contact us at info@westcycle.org.au or phone (08) 6336 9688 and provide your name, membership number, and reason for requesting a refund.

We will process your refund request within 10 business days of receiving it. We will issue the refund using the same payment method that you used to pay for your membership. Please note that we may deduct any transaction fees or charges incurred by us from the refund amount.

Alternatively, you may choose to donate your refundable fees to WestCycle to help us continue our work to support people who ride bikes in WA. If you would like to cancel your membership but donate your membership fees, please let us know when you contact us.

The WestCycle Membership Team

August 2023