



Making payments online by direct debit

All your payments to our Scout Group will be managed using OSM. OSM has a parent portal where you can see all your past and future payments. The easiest way to make your payments is by setting up a Direct Debit subscription which ensures all payments due are automatically made on time. You will receive an email 3 days before each payment is taken from your bank account and the Direct Debit can be cancelled at any time. You are covered by the Direct Debit Guarantee.

The Direct Debit payments are handled by a company called GoCardless. Setting up an account with GoCardless is very easy and should take no more than one minute. When your first payment to our group is due you will receive an email with a secure link to invite you to set up an account.

Payment schedules

You will typically see two payment schedules in OSM: one schedule for regular "Subscription" payments and a second schedule for occasional "Camp and Event" payments. You will need to set up a Direct Debit subscription for each schedule but you only need to register with GoCardless once. The "Subscriptions" schedule will show the payment dates for our group subscription fee which is due at the start of each term.

The "Camps and Events" schedule will show payments for any camps and events that your Scout is attending. Payments on this schedule will only be added after you have signed up for the camp or event (usually by email or paper health/activity form).

For both schedules you will receive an email when new payments are added to the schedule and you will receive a further email at least 3 days before each payment is taken from your bank account.

Security

All Direct Debit payments are covered by the Direct Debit Guarantee which means you are entitled to a full and immediate refund if there are any errors in a payment. Payments are handled securely by GoCardless which is regulated by the Financial Conduct Authority and sponsored by the Royal Bank of Scotland. Your bank account details are held only by GoCardless and are never shared with Online Scout Manager or our Scout Group. GoCardless uses military grade encryption for all sensitive online communication.

Payments by credit card or debit card

With OSM and GoCardless it is unfortunately not possible to pay with credit cards or debit cards.

The Direct Debit system is preferred because it is a highly secure and cost effective form of payment.