

MEMBERSHIP FAQ

Will you remind me when my membership runs out?

We will contact you via email to let you know that your membership has expired. You can then choose to renew if you wish to.

I am a UEA or NUA student, how do I apply for free student membership?

Email scva.student@uea.ac.uk with your name, UEA or NUA email address and let us know if you would like to opt in for bi-monthly Members' newsletters.

How do I renew my membership?

Visit sainsburycentre.ac.uk/members to renew online, call **01603 593199** or visit the Sainsbury Centre reception desk.

How do I get my discount in the Sainsbury Centre shop?

When you purchase or sign up to a Sainsbury Centre membership, you will receive a letter containing the online Sainsbury Centre shop discount code. If you forget this, please contact scva@uea.ac.uk.

When purchasing goods in the onsite Sainsbury Centre shop, please show your membership card to receive discount.

Can I set up a direct debit for my annual membership?

If you would like to set up a direct debit, so that you automatically pay for your membership each year, please email scva@uea.ac.uk for a direct debit form.

I can't log into my account and receive the message **invalid login**.

This means that you have entered the incorrect password or email address, or you have not yet set up an online account.

Click the **Reset Password** option. If an account exists with this email address, a reset email will be sent to you. If an account has not been set up with this email, then an **Invalid Information - We cannot find a patron** pop up will show. Contact scva@uea.ac.uk if you are unsure what email is associated with your account.

Please note that when signing up in person or via telephone, we do not automatically sign you up for an online account, you must do this yourself at home using the same email given when you purchased your membership. Click **Members Login** on sainsburycentre.ac.uk homepage and follow the how-to guide above. Memberships purchased online will automatically create an online account.

I am trying to set up a new account but I receive the message **account already exists with this email**.

This means you have already created a login. If you do not remember your password, choose the **Reset Password** option. This will send a reset email to you, please follow the instructions immediately.

I created an account but the Member benefits aren't popping up on my account when I book a ticket.

This may be because you have entered in a different email address to the one you signed up with. Please email scva@uea.ac.uk with your details to check which email address is associated with your account. Alternatively, your membership may have expired, please email scva@uea.ac.uk to check.

Your online account email address must match up with our records in order to show your benefits online.