

[What happens if I default on a payment?](#)

If you default on any payment, we may take whatever action necessary to recover our losses, including:

- termination of your subscription;
- charging you for any outstanding amount remaining on the unexpired portion of your 12 month minimum subscription term (subject to your subscription and/or offer terms); or
- sending your details to third party debt collectors.

If your subscription has been terminated and you would like to re-subscribe to one of our subscription packs, we have the right to pursue payment of any previously outstanding amount owed to us and your terms of subscription may change.

[Changes to these terms](#)

At any time, we may amend these terms to ensure that we remain compliant with relevant laws and regulations and to ensure that we are constantly improving your subscription experience. If we make any important changes to the subscription terms we will notify you.

You acknowledge and accept that you consent to us notifying you of any changes to our terms via electronic form (e.g. email).

[What do I need? \(devices and hardware\)](#)

To be able to access our digital packs, you will need one of the following:

- Android supported smartphones and/or tablet devices (e.g. Nexus, HTC and Galaxy devices);
- Apple iOS supported smartphones and/or tablet devices (e.g. iPhone and iPad); or
- Kindle (although not all digital content will be supported) and Kindle Fire devices.

[Who can take up this subscription?](#)

UK residents only, aged 18 or over.

For trial subscriptions, these are available to new subscribers only.

[How can I cancel my subscription?](#)

If you wish to cancel, please call our Customer Services team on 0800 068 4965.

You can cancel within 14 days of the start of your subscription without giving any reason and we will refund all payments received from you.

We will pay the refund as soon as possible (using the same means of payment as you used to purchase your subscription, unless you agree otherwise with us) and not later than 14 days after you cancel.

If you wish to cancel after the first 14 days of your subscription, you will not be entitled to a refund and will be committed to your minimum subscription term.

To cancel after your minimum term, please contact our Customer Services team at least 15 days before the expiry of your 13 week voucher book if you have a print subscription (including a combined print and digital subscription), or you must call us at least 2 days before your next billing date if you receive a digital only subscription.

[Student Beans verification is not working – How can I purchase my subscription?](#)

Simply call our Customer Services team on 0800 068 4965 to subscribe.

[What does my student subscription include?](#)

The Student Pack gives you unlimited digital access across desktop, smartphone and tablet.

Your subscription also includes 6 months' free access to Perlego's online library, which you can activate with a voucher code we will send you, by email, the day after you subscribe.

[How much do I save with the student subscription offer?](#)

Compared to our full price annual digital subscription, students save 92%. All you need is an active Student Beans account in order to subscribe.

[What are the contract details of my student subscription?](#)

After your £1 for 3 month trial period, you will be billed at £3.99 per month. Monthly rolling contract.

[What do the Print & Digital subscriptions include?](#)

There are two Print & Digital options to choose from, including:

- The Sunday Times Print & Digital Pack, which includes: The Sunday Times print newspaper and full digital access.
- The 7-Day Print & Digital Pack, which includes: The Times print newspapers, The Sunday Times print newspaper and full digital access.

[Using your voucher booklet \(print subscriptions only\)](#)

You will receive a voucher booklet every 13 weeks. Vouchers are accepted at most newsagents. Depending on your subscription type, you are entitled to up to five weeks' subscription holiday per year, each yearly period starting on your subscription start date.

If your subscription is for less than a year, your subscription holiday will be pro-rated accordingly.

To use holiday allowance, notice must be given to our Customer Services team by 4pm the day before your holiday begins. Provided your holiday is booked in advance, your account will be credited with the value of your subscription for the number of days holiday taken. You can also arrange holiday allowance by visiting 'My Account' when logged in on thetimes.co.uk

Unused allowance from each yearly period cannot be carried forward or refunded in any circumstances.

For further details about your subscription holiday, contact Customer Services.

[Is delivery included with a Print & Digital Subscription?](#)

Newspaper delivery before 8am Monday – Friday and by 8.30am on the weekends, is available in selected postcodes within the M25 for £3 a week in addition to the cost of your subscription. We ask for your delivery address at checkout to check if you are eligible for our delivery options. If your postcode is not eligible, you will be issued with vouchers that can be exchanged in your local newsagent or newspaper retailer.

[Can I put my Print & Digital subscription on hold whilst I'm away?](#)

All Print subscriptions include a 5 week holiday allowance per year.

You have full access to manage your holiday stops online yourself via the My Account self-service portal up to 4pm the day before the first date of your holiday starts. Simply [log in](#) to access My Account. Alternatively, you can contact customer services.

[Can I pick up my newspaper at a newsagents?](#)

Yes, you can pick up newspapers at your local newsagent by exchanging vouchers as full payment.

Alternatively, you can get your newspaper conveniently delivered to your door by your local newsagent (this may incur additional costs, payable to the newsagent). Simply visit [Deliver My Newspaper](#) and enter your postcode to search for a local newsagent who will deliver your newspaper to your door.

[How does newspaper delivery work?](#)

You can receive newspapers by delivery from us to your door by 8am Monday – Friday and 8.30am on weekends in selected postcodes within the M25. Our delivery options cost up to £3 a week (depending on which print subscription you have selected) in addition to the cost of your subscription.

[How can I cancel my subscription?](#)

If you wish to cancel, please call our Customer Services team on 0800 068 4965.

You can cancel within 14 days of the start of your subscription without giving any reason and we will refund all payments received from you.

We will pay the refund as soon as possible (using the same means of payment as you used to purchase your subscription, unless you agree otherwise with us) and not later than 14 days after you cancel.

If you wish to cancel after the first 14 days of your subscription, you will not be entitled to a refund and will be committed to your minimum subscription term.

If you wish to cancel your subscription after your minimum term, you must call us at least 15 days before your next billing date if you have a print subscription (including a combined print and digital subscription), or you must call us at least 2 days before your next billing date if you receive a digital only subscription.

[Is the app available on both iOS and Android devices?](#)

When you subscribe to The Digital Pack or The 7-Day Print and Digital Subscription, you are entitled to access our content via our smartphone app and tablet app.

Our apps are available on Tablets and Smartphones on both iOS (Apple) and Android devices. For Apple devices please visit the [App Store](#), if you have an Android device download our App from [Google Play](#).

[If I have access to The Times and The Sunday Times on web, do I have access to the smartphone and tablet apps?](#)

In order to access our apps, you need a subscription to 'The Digital Pack' or 'The Print & Digital Pack'.

A subscription to The Digital Pack includes access to The Times and The Sunday Times content on web, on our smartphone app and on our tablet

A subscription to The Print and Digital Pack includes The Times print newspapers, The Sunday Times print newspaper, web access, smartphone and tablet app access.

[How can I access digital content for The Times and The Sunday Times?](#)

Simply log in to enjoy unlimited web access to The Times and The Sunday Times. You can also download The Times app on your smartphone or tablet device.

[What does a Digital subscription include?](#)

The Digital pack gives you unlimited access to our content on web, smartphone and tablet.

[I am abroad and am not able to receive any editions, what should I do?](#)

Check that you have either wifi connectivity or a mobile network data connection with data roaming enabled. Note, you may be charged by your phone service provider for international data roaming. If you have already registered and the device is connected to the internet, but you are still not able to download any editions, this should be reported to our customer care team at care@thetimes.co.uk.

[If I have access to The Times and The Sunday Times on web, do I have access to the smartphone and tablet apps?](#)

In order to access our apps, you need a subscription to 'The Digital Pack' or 'The Print & Digital Pack'.

A subscription to The Digital Pack includes access to The Times and The Sunday Times content on web, on our smartphone app and on our tablet

A subscription to The Print and Digital Pack includes The Times print newspapers, The Sunday Times print newspaper, web access, smartphone and tablet app access.

[How do I download The Times Edition?](#)

You can download the app for free from the iTunes App Store: this can be done from an iPad or using iTunes on a computer (PC or Mac) and sync with the iPad at time of purchase or at a later date.

[How do I access The Times and The Sunday Times articles online?](#)

To access our content, you either need to register for limited online access (two articles a week) or purchase one of our subscriptions.

Simply [login](#) using the username and password you created during whilst subscribing or registering.

[What is Times+?](#)

Times+ is our loyalty scheme for subscribers to The Times and The Sunday Times. Exclusive subscriber benefits include, but are not limited to:

- Save up to 25% off the total bill, including drinks, up to 7 days a week at over 2,500 restaurants nationwide
- Enjoy 2 for 1 cinema tickets every Saturday, Sunday and Monday
- Claim free ebooks and audiobooks every month
- 40% off over 32 top Merlin attractions throughout the year for up to 4 people
- A complimentary film rental on us every month
- Discounted airport lounge entry throughout the year
- Over 80 subscriber events a year, including free film previews, private views, Q+A's with famous faces and debates with our journalists.

Take a look at more information on Times+ [here](#), or visit the [Times+ website](#) to view our latest offers and events.

[When are editions published? And how frequently?](#)

Editions are published on a daily basis from Monday to Sunday. They are published overnight and are updated at 9am, midday and 5pm on weekdays (London time), and 12pm and 6pm on weekends and bank holidays.

[How do I subscribe?](#)

Simply select which subscription type you would like to purchase and continue to checkout. At checkout, a valid email address is needed along with a postal address for us to check newspaper delivery service eligibility.

[I cannot subscribe – my email address is already recognised](#)

If you have a current subscription or previously had a subscription, we will already recognise your email address at checkout. Please [log in](#) to continue.

If you need help with your account, please call Customer Service on 0207 022 6620 or 0800 068 4965 to speak with one of our advisers.

[How can I contact Customer Services?](#)

If you have any questions or concerns, please call us on 0800 018 5177 (free from a landline) or 020 7022 6620 (charged at your network providers standard rate). Call us Monday – Fri 8am to 7pm or at the weekends 8am to 4pm.

Alternatively, email us at care@thetimes.co.uk

[How will you use my data and what will you do with my details?](#)

We take security very seriously. All our registration systems are held on secure servers. For more information, please see our [Privacy Policy](#).

[Can I cancel my subscription?](#)

You can cancel your subscription by calling Customer Services on 0800 068 4965. Call us Monday – Friday 8am to 7pm or at the weekends 8am to 4pm. If you wish to cancel your subscription after your minimum term, you must call us at least 2 days before your next billing date. For print subscriptions, please contact us at least 15 days before your next billing date. If you cancel within 14 days of the start of your subscription, we will refund any payments received from you using the same method of payment that you used to purchase your subscription. You will not be entitled to a refund of your initial payment if you cancel after the first 14 days of the start of your subscription.