

Membership Cancellation Policy

1. Right to Cancel

Subscribers may cancel their membership at any time without penalty. There is no minimum commitment period. Cancellation requests can be submitted through the official Ruqi Library website under the "My Account" section.

2. Effective Date of Cancellation

Once a cancellation request is submitted, it will take effect immediately. This means:

- Recurring payments will be stopped from the date of cancellation.
- No further charges will be applied from that day forward.

3. Access to Services After Cancellation

Although billing stops immediately, members will continue to have access to all services under their current plan until the end of the monthly billing cycle. For example, if a subscription is cancelled on the 10th of the month and the billing cycle ends on the 20th, services will continue uninterrupted until the 20th.

4. Library Box and Books Return

Subscribers are required to return the library box and any borrowed books by the end of the billing cycle following cancellation. Failure to return items may result in applicable fees as outlined in the Lending Policy.

5. Outstanding Fees or Damages

If any outstanding fees remain due to lost or damaged items, they must be settled in full even after the subscription is cancelled.



Membership Cancellation Policy

6. Rejoining Membership

Former members are welcome to re-subscribe at any time by visiting our website and selecting a suitable plan. However, reactivation is subject to current pricing and policies and rejoiners have to pay a reactivation fee of 25 QAR, at the time of re-subscription.

7. Method of Communication

There is no need to communicate with the Ruqi Library team to cancel a subscription. Members can simply log into their account on the official website and select the cancellation option. The process is fully automated—recurring payments will stop immediately, and the account will reflect the updated status without the need for additional steps or confirmations.

8. Policy Approval and Oversight

This policy has been designed in alignment with local regulations and is subject to review and approval by the relevant financial and consumer protection authorities.

