

## **Trading shop closures – October 2025**

### **FAQs for volunteers**

#### **1. Why are you closing so many shops?**

At Cancer Research UK, every decision we make is guided by one unwavering goal: beating cancer. We're always looking at ways to make the most of the money we can spend on life-saving cancer research – and that means ensuring every pound we raise works harder for our mission.

Our shops have played a big part in helping us raise money for life-saving research over many years, and we're so grateful for everything our volunteers and staff do to make that possible.

But things are changing. Running costs are going up and people are shopping differently – which means that many of our shops are not going to be financially sustainable over the next five years. We need to adapt so we can keep making the biggest difference for people affected by cancer.

This means we'll focus on a smaller number of high-performing shops, grow our network of larger superstores in out-of-town areas and close our online marketplace for pre-loved items. These changes will help us raise around £12.4 million more over the next five years—money that will go directly into life-saving cancer research.

We also hope that by focusing on fewer shops, we can make them even better places to volunteer, work and shop.

We know this news will be difficult to hear, and we want to say a heartfelt thank you to everyone who's been part of our shop teams. We're here to

support you through this change, and we'll be sharing more information and guidance with everyone affected.

## **2. When will shops start to close?**

We expect to close around 90 shops by May 2026, with up to 100 more closures expected by April 2027. Our online Marketplace will close by early 2026.

We'll share the exact closure dates for each of our affected shops as soon as they're confirmed. You'll be kept informed every step of the way.

## **3. How do I know if my shop will be closing?**

At this stage, we're able to confirm the shops that will close before May 2026, and we're letting the teams directly impacted know. If your shop is affected, your shop manager will contact you to let you know and share more information about this decision and next steps.

We expect to confirm the list of further shop closures in April 2026, and we'll make sure any impacted volunteers are informed and kept updated by their shop manager.

## **4. What does this mean for me as a volunteer?**

Our dedicated and hard-working shop staff and volunteers have made a huge contribution to our overall impact for cancer patients, with our trading operation delivering over £225m in contribution over the past 10 years. We are grateful to every single one of you for the role you have played supporting our mission to beat cancer.

The support you give to Cancer Research UK is hugely valued. If your shop is closing and you would like to continue supporting the charity, you can call 0300 123 3701 or visit [cruk.org/get-involved](https://cruk.org/get-involved). We can help identify any opportunities to continue volunteering in other nearby shops or superstores, if you would like to do so, or to get involved as part of another volunteer role across the charity.

To stay informed about our latest news and breakthroughs, future volunteering opportunities and other ways to support our work, we invite you to opt in to receive communications from us. You can update your preferences either by calling 0300 123 3379, emailing [preferences@cancer.org.uk](mailto:preferences@cancer.org.uk) or visiting [cruk.org/preferences](https://cruk.org/preferences). There will also be an opportunity to update your contact preferences at the volunteer meeting before the shop closes.

## **5. Can I transfer to another shop?**

If you would like to continue volunteering in one of our shops or superstores, please speak to your shop manager or you can call 0300 123 3701 or visit [cruk.org/get-involved](https://cruk.org/get-involved). We'll be able to help you explore any suitable opportunities available to volunteer in another shop nearby, or to explore other potential ways to continue supporting the charity, if this would be of interest for you.

## **6. Can I support or volunteer with Cancer Research UK in another way?**

Yes. We're profoundly grateful for everyone who gives their time to support our mission to help beat cancer. There are plenty of opportunities to support the charity, whether through volunteering elsewhere, fundraising, or spreading awareness, and your continued support is always appreciated. Before your shop closes, you'll receive information about other volunteering opportunities available locally within Cancer Research UK. Where possible, we'll also help connect you with other volunteers in your area to maintain a sense of community.

If we're unable to find a suitable volunteer opportunity for you, we'll offer support in exploring volunteering options for you elsewhere, including other charity shops nearby, and will provide access to the Retail Trust's services.

If you're interested in finding another way to support or volunteer with us, please speak to your shop manager, call 0300 123 3701 or visit [cruk.org/get-involved](https://cruk.org/get-involved).

## **7. What if there is not another role available?**

We would love to be able to find another volunteer role or a different way for you to support Cancer Research UK, but we recognise that this may not always be possible. If you would like to continue in a shop volunteering role, we will support you in finding another opportunity that is local to you, for example another charity shop nearby. We will be able to provide a reference for you to support you in finding a role that feels right for you.

## **8. What support is available during this transition period?**

We are incredibly grateful to all our shop volunteers for everything you do to beat cancer and support local communities. We recognise this news will be unsettling, and we are committed to providing clear information, compassionate support, and open communication throughout this process.

All Trading staff and volunteers can access support from the [Retail Trust](https://www.retailtrust.org.uk). This includes confidential health and wellbeing support services with personalised tools, a 24-hour helpline, counselling and more. The wellbeing helpline can be reached on **0808 801 0808** quoting 'Cancer Research UK' or complete a contact request form on the Retail Trust website at [www.retailtrust.org.uk](https://www.retailtrust.org.uk)

## **9. Will there be a chance to say goodbye to my shop team before the shop closure?**

Yes. Celebrating and recognising the incredible contributions of our volunteers is a key part of our closure plans. Each shop will have the opportunity to mark the occasion in a way that feels meaningful to their team - whether that's a small gathering, a thank-you event, or another form of recognition. We want every volunteer to feel appreciated and valued for the time, energy and passion you've given to Cancer Research UK. Details on how your shop team will be celebrating your valuable impact will follow soon.

### **10. Who can I contact if I have more questions or need help?**

If you have any questions or would like any more information about these changes, please reach out to your shop manager as your first point of contact. You can also get in touch with us at [volunteering@cancer.org.uk](mailto:volunteering@cancer.org.uk), and you can read more about this decision and next steps on our Volunteer Hub at [cruk.org/volunteerhub](https://cruk.org/volunteerhub).

### **11. How will updates and more information be shared with volunteers?**

We care deeply about our people and the impact that this news will have on our staff and volunteers. We're committed to providing clear information and open communication throughout this process.

Your shop manager is your key point of contact, and they'll be staying in touch with you to share any news or information about this decision and next steps. We'll also be sharing any relevant information and updates with volunteers by email and through our Volunteer Hub. If you have any questions or need any help, you can get in touch with us at [volunteering@cancer.org.uk](mailto:volunteering@cancer.org.uk).

### **12. Can I get a reference or letter of recommendation for future volunteering or job applications?**

Yes, we can provide a letter of recommendation for you to use for future volunteering or job applications. Please speak to your shop manager if you would like to request this.

**13. Can I stay in touch with Cancer Research UK after my shop's closure?**

Yes. If you would like to stay informed about future volunteering opportunities and other ways to support our work, we invite you to opt in to receive communications from us. You can update your preferences either by calling 0300 123 3379, emailing [preferences@cancer.org.uk](mailto:preferences@cancer.org.uk) or if you would prefer to do it online you can visit [cruk.org/preferences](http://cruk.org/preferences).

**14. Can I share feedback about my experience as a volunteer?**

Yes. We would really appreciate hearing your feedback about your experience as a Cancer Research UK volunteer. Please complete our short survey on the Volunteer Hub at [cruk.org/volunteerhub](http://cruk.org/volunteerhub) to share your thoughts.

The survey is anonymous, so we won't be able to reply to individual responses, but everything you share will help to improve our volunteer experience for the future. If you would like to discuss your experience further, please speak to your shop manager or get in touch with us at [volunteering@cancer.org.uk](mailto:volunteering@cancer.org.uk).