

Membership Cancellation & Refund Policy

At the Holland Charter Township Community Center, we strive to offer flexible and fair membership options while maintaining responsible stewardship of community resources.

1. Cancellation of Membership (Members not on Auto-Renew)

Members may cancel their membership at any time. Cancellation *requests* can be done at the front desk, over the phone or email at: communitycenter@hct.holland.mi.us

2. Notice Requirement (Auto-Renew Members ONLY)

All cancellations require at least **10 days notice prior to the next billing cycle.**

3. Annual Memberships Cancellations and Refunds

- All cancellations and **full refunds** may be requested within 14 days of purchase. No refunds will be issued after 60 days.

4. All Monthly Members Refund Policy*

Membership fees are refundable only within the first **7 days of the initial purchase or renewal (in person or auto-renew)**, provided no significant use of the facility has occurred (less than 3 check-ins within 7 days of purchase/renewal).

After the 7-day period: Membership dues are **non-refundable and non-prorated**, regardless of usage. No refunds will be issued for partial months or unused time.

Medical or Extenuating Circumstances

Exceptions to this policy may be considered in cases of medical hardship, relocation, or other significant life events.

Membership Holds (Annual and Auto-Renew Monthly Members ONLY)

Members may request a temporary hold on their membership for up to 3 months per year. ie: travel (professional or personal), medical expenses, seasonal relocations, etc.

**All Membership refunds policies are under the discretion of the Director of the HCTCC*