Membership Auto-Renewal Policy

Auto-renewal is an optional service available by enrolling in person at the front desk or over the phone. This option is not available online.

To enroll, you must have a valid Visa, Mastercard, American Express, or Discover credit or debit card saved to your household account on RecDesk. A payment method can be added in person, over the phone, or through your online RecDesk account.

At enrollment, you may choose to receive an advance notification **0–5 days before your membership renews**. Memberships automatically renew every 30 days based on your original enrollment date.

Cancellation Policy – Auto-Renew Members

A minimum of **10 days' notice before your next billing date** is required to cancel an auto-renewing membership.

If your cancellation request is received less than 10 days before your next billing date, one final monthly payment may be processed.

Please contact the front desk to submit your cancellation request.

Membership Cancelation & 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. Cancelation 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. Annual Memberships Cancelations and Refunds

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

3. <u>All</u> 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).

<u>After the 7-day period</u>: Membership dues are **non-refundable and non-prorated**, regardless of usage. <u>No</u> 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*