Auto-Renewal FAQs

What is auto-renewal?
Auto-renewal is a convenient way to ensure your annual membership continues without interruption. When auto-renewal is enabled, your membership will automatically renew at the end of each annual term using the payment method on file.

How does auto-renewal work?
With auto-renewal your membership renews once per year. The renewal occurs at the end of your current membership year and payment is processed automatically unless you choose to cancel. This helps you maintain uninterrupted access to all member benefits.

Is auto-renewal required?
Auto-renewal is optional. Members may choose to enroll in auto-renewal or continue renewing manually each year.

Will I receive a reminder before my membership renews?
Yes. A reminder email will be sent prior to your renewal date with details about:

- The upcoming renewal
- The amount to be charged
- How to make changes or cancel if needed

How much will I be charged?
You will be charged the current annual membership rate at the time of renewal. If membership rates change, notice will be provided in advance.

How do I enroll in auto-renewal?
When you receive your renewal form in the mail there will be a section where you can opt-in to auto-renew. By clicking **"I choose to enroll in Auto-Renewal"**, you confirm that:

1. you **understand** your membership will automatically renew every 12 months,
2. you **authorize us** to charge your payment method for the monthly rate, and
3. you read the cancellation policy noted in this letter.

Once enrolled, how do I cancel auto-renewal?
You may cancel auto-renewal 5 business days before your renewal date if you prefer to renew manually in the future.

Can I update my payment method?
Yes. You can update your payment information at any time by contacting The Center.

Is my payment information secure?
Yes. All payments are processed using secure, industry-standard payment systems to protect your personal and financial information.

Who can I contact with questions?
If you have questions or need assistance with your membership or auto-renewal, please contact:

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