

# Membership Fees and Membership Changes

## Enrollment Fees

Members are required to pay an enrollment fee at the time of enrollment; this is to help with the ongoing costs of facility operations. Members whose membership has lapsed more than thirty (30) days are required to repay the enrollment fee upon rejoining.

## Fee Increases

Members will be notified by email at least 30 days in advance of any increases or changes in fees. Members are responsible for ensuring their contact information on file remains current.

**Membership fees** are payable in one of the following ways:

**ANNUALLY:** Annual membership fees may be paid by cash, check, or credit card.

**MONTHLY:** Monthly membership fees are payable by an automatic bank draft (Electronic Fund Transfer). This payment method requires members to sign a bank authorization and submit a voided check. Note: A service charge will be assessed for returned checks and returned bank drafts. You have the option of being drafted on the 1<sup>st</sup> or the 15<sup>th</sup> of the month.

## Rejected Bank Drafts

Members rejected bank drafts are handled as follows.

If a member's monthly payment is not received, the member will be notified with a deadline to resolve the balance. The member will be responsible for the monthly membership fee and a bank fee. If the balance is not paid by the deadline, the membership will be cancelled, and the balance will remain due.

If a member has two rejected payments in a 12-month period, upon the third rejected payment the membership will be cancelled. If the member wishes to rejoin the facility, they may do so with a pre-paid Annual membership.

## Membership Changes

The CRC recognizes that there may be circumstances under which members may need to change the status of their membership.

All members wishing to make any changes to a membership account must submit an online form located at [Manage My Membership | City of Morgan Hill, CA - Official Website](#). The CRC must be notified at least fifteen (15) days in advance of any changes to a membership account. Account change requests are not accepted via phone, email, or in person at the Welcome Desk. Members will be sent instructions for how to complete the change, which may include signing updated forms (via DocuSign) before the team can make changes. The membership team will email a confirmation of the completed changes. **A \$25 administrative fee may be applied for each transaction for the following membership changes:**

### Adding, Removing, and Replacing Members

Members may request to add, remove, or replace individuals to their membership. New adult members will need to sign a Liability Waiver. All members added or replaced on the membership must reside in the household. Proof of residency may be required.

## **Bank Draft Account and Due Date Changes**

Members may request to update their account on file and/or their scheduled payment date via the [Manage My Membership webpage](#). The primary member will receive a new Bank Draft Authorization form via DocuSign and will need to provide signature and a Voided check in the member's name. To ensure the change is made before the next draft date, the DocuSign must be completed in the timeframe requested by our team.

## **Membership Holds**

Memberships may be placed on hold up to a maximum of three months per calendar year. Holds start and end on a member's draft date. Any early reactivation from hold is subject to prorated fees.

## **Membership Downgrade**

Members may downgrade their membership type by requesting the change and detailing who on the membership will be removed. The change will be made to the membership within 5 business days of the member signing the updated Bank Draft Authorization form (sent via DocuSign).

## **Membership Upgrade**

All upgrades from Adult, Special Hours, or Youth/Teen memberships to Couple Special Hours or Family membership will require the \$25 enrollment fee to be paid in addition to any prorated membership fees. Members may upgrade their membership type by requesting the change and detailing who will be added to the membership. New adult members will need to sign the Liability Waiver. The change will be made to the membership within 5 business days of the member signing the updated Bank Draft Authorization form (sent via DocuSign).

## **Membership Cancellation**

The CRC recognizes that there may be circumstances under which members may need to cancel their memberships. A fifteen (15) working day written notice is required prior to your draft date to stop the next bank draft. Any refund due to annual paying members will be made on a prorated basis. Refund checks will be mailed or the original credit card will be credited. An administrative fee will be applied to the cancellation of annual memberships. Members who remain cancelled for longer than 30 days will be required to repay the enrollment fee when rejoining. Any exceptional circumstances will be handled on a case-by-case basis, subject to arrangement with the Recreation Manager.

## **Financial Assistance**

The CRC does offer financial assistance to those who qualify. You can download the application and required documentation needed here: [Financial Assistance/Scholarship \(ca.gov\)](#). Contact the Welcome Desk for more information. Financial Assistance is subject to renewal every two (2) years. Members who do not submit by the requested due date will either revert to full price or their membership may be cancelled.