



Recurring Payment Policy

1. Introduction

At the Family Life Center, we strive to provide flexibility and convenience with recurring payment options. However, we understand that situations may change. Below is our policy regarding cancellations and changes to your recurring gym membership payments.

2. Payment Methods

Members must enroll in automatic recurring payments for their Family Life Center membership by using a valid credit/debit card or bank account information. Payments will be processed monthly or yearly depending on the membership plan selected.

3. Billing Cycle

Recurring payments will be charged on the same date each month/year based on the initial membership sign-up date. If the billing date falls on a weekend or holiday, the payment will be processed on the next business day.

4. Payment Amount

The amount billed will be in accordance with the member's selected membership plan. Any changes to the membership plan that affect pricing will be communicated to the member in advance.

5. Payment Failures & Declined Transactions

If a payment fails due to insufficient funds, an expired card, or other reasons, the member will be notified immediately by email. The system will attempt to process the payment again within three business days. If the payment remains unsuccessful, the account will be suspended until the outstanding balance is resolved. Since a third-party processor is used to process payments, these terms and conditions are subject to change.

6. Updating Payment Information

Members are responsible for keeping their payment information up to date. Changes to billing details, such as new card numbers, expiration dates, or billing addresses, should be made via the change request form at the Family Life Center front desk.

7. Membership Cancellation

Members may cancel their recurring payments by filling out a cancellation form at the Family Life Center front desk at least 7 days before the next scheduled billing date. Failure to provide notice within this timeframe may result in one final payment being charged before cancellation takes effect. Canceling your recurring payment authorization automatically cancels your membership.

8. Rejoining the Family Life Center

You are welcome to rejoin the Family Life Center any time after cancelling your membership by visiting the Family Life Center front desk.

9. Refund Policy

Recurring payments are generally non-refundable. However, in cases of billing errors or special circumstances (such as medical issues), refund requests may be reviewed on a case-by-case basis.

10. Membership Freezes

Members may request to temporarily freeze their membership due to medical conditions only. Membership freezes will pause recurring payments for the approved duration. A written request and supporting documentation are required to freeze a membership.

11. Membership Plan Changes

Members may request changes to their membership plan up to three times per year. Requests to change plans must be made at least 7 days before the next scheduled payment date by visiting the Family Life Center front desk and filling out a change request form. Changes to membership plans that result in an increase or decrease in payment will be reflected in the next billing cycle.

12. Policy Changes

The Family Life Center reserves the right to modify this recurring payment policy at any time. Members will be notified of any significant changes at least 30 days in advance.

13. Contact Information

For questions or assistance regarding recurring payments, members can contact the Family Life Center at 931-368-0205 or email flc@hilldale.org.

14. Authorization

By enrolling in recurring payments, members acknowledge and agree to the terms outlined in this policy.