

## **WELLNESS GALA MEMBERSHIP PLAN RENEWALS, CHANGES AND CANCELLATIONS:**

### **WELLNESS GALA AUTOMATIC RENEWAL:**

All Monthly Membership plans for the Wellness Directory or Subscriber access are paid by monthly automatic electronic payment (credit card, debit card, or automatic checking account draft). Monthly memberships will automatically renew each month at the same payment terms and billing date established at time of enrollment. All prepaid plans (3, 6, and 12 month blocks) are paid upfront and will automatically renew upon expiration at the same rate and terms as the initial membership. Any changes to the plan, or cancellation must be received 30 days in advance of next billing cycle or plan expiration date. It is the responsibility of the member to monitor membership expiration and renewal dates.

### **WELLNESS GALA MEMBERSHIP CANCELLATION:**

If you choose to cancel your membership at any time before your annual membership is due and return at a later date you will be subject to any rate increases at the time of enrollment and be billed an early termination fee of \$49. Month-to-Month plans and memberships can be canceled at any time, however all cancellation requests must be submitted via [info@wellnessgala.com](mailto:info@wellnessgala.com) and received thirty (30) days prior to your credit/debit card processing date. All plans and monthly memberships require a minimum of 30 days written notice prior to next billing date to assure cancellation of automatic payments. Cancellation requests submitted within the 30 day billing cycle will result in a final payment drawn from your account on your established auto draft date. Once final payment has been drawn from your account, clients will have 30 days from the last bill date to use the Wellness Gala services. It is your responsibility to provide written notice 30 days in advance of your next billing date. There will be no refund issued once a payment has been charged to your credit card. All monthly recurring term plans of 6 months and 12 months require 30 days written notification prior to your next bill date and will incur an early cancellation fee equal to one month membership for that plan.

### **WELLNESS GALA MEMBERSHIP UPGRADES AND DOWNGRADES:**

All members are welcome to upgrade or downgrade their membership plans or packages without penalty. Memberships can be upgraded at the start of the next billing cycle. However if a member wishes to upgrade immediately their new membership plan will be prorated based on the number of days remaining in their current billing cycle at their new rate. At the start of the next monthly billing cycle they will be charged at their full membership rate. If a member wishes to downgrade their membership to a lower session based plan they must wait until their next monthly bill date for the new plan to be effective. Please note, changes cannot be made retroactively.

### **WELLNESS GALA MEMBERSHIP HOLDS AND ACCOUNT FREEZES:**

Clients may put their membership on freeze or hold, for a period no less than thirty (30) days (or one calendar month), and for up to ninety (90) days (three calendar months) per calendar year. Notice of freeze must be given to Wellness Gala via our [info@wellnessgala.com](mailto:info@wellnessgala.com) prior to the first day of the requested hold and will not be issued retroactively. All payments drawn prior to the requested hold will not be refunded. Clients will not be billed for frozen months, and billing will resume automatically upon end of the freeze period. All prepaid clients will have memberships extended by the number of frozen months. Holds longer than ninety (90) days may be issued for members of the military on temporary duty assignment with advanced notification. If client chooses to cancel membership during the hold or freeze period, written notification must be issued within 30 days prior to the end of the hold period, otherwise clients will be charged a final month of membership upon hold release.

### **WELLNESS GALA REFUNDS:**

A Wellness Gala will not provide refunds retroactively for any cancellation requests. Membership cancellations are only processed by sending written notification via our [info@wellnessgala.com](mailto:info@wellnessgala.com). Please do not send cancellation messages to our Facebook page or other social media sites. A Wellness Gala does not issue refunds if you do not use your membership or cannot access the online content for any reason. As we have invested time and money in creating the best possible user experience possible in accessing the directory or member features, therefore, we cannot make any exceptions.