



Ecology Club

Fall 2024

AUTOMATIC RENEWAL: Ecology Club membership is paid by monthly automatic electronic payment (credit card or debit card). Memberships will automatically renew each month at the same payment terms and billing date established at time of enrollment. Any changes to plan or cancellation must be received fourteen (14) days in advance of the next billing cycle.

MEMBERSHIP CANCELLATION: Ecology Club memberships can be canceled at any time, however all cancellation requests must be submitted via written request to info@mynaturelab.org at least fourteen (14) days prior to your credit/debit card processing date. Once final payment has been drawn from your account, members will have thirty (30) days from the last bill date to attend Ecology Club. There will be no refund issued once a payment has been charged to your credit card.

MEMBERSHIP UPGRADES AND DOWNGRADES: All members are welcome to upgrade or downgrade their membership plans 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.

ATTENDING MORE SESSIONS THAN ALLOWED BY YOUR MEMBERSHIP

PLAN: If a member attends more sessions than his/her plan allows in a month, they will be charged a fee of \$30 per additional session. For example, if a member has a 4 session per month plan, but attends 6 sessions within their

monthly billing cycle, they will be charged their 4 session per month membership fee as well as an additional \$60 for the additional two sessions attended. Session fees for additional sessions attended will be billed directly to the card on file at the end of the month.

MEMBERSHIP HOLDS AND ACCOUNT FREEZES: Members 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 sixty (60) days (two calendar months) per calendar year. Notice of freeze must be given to info@mynaturelab.org at least fourteen (14) days prior to the start date of the hold request. Any payment drawn prior to the requested hold will not be refunded. Members will not be billed for frozen months, and billing will resume automatically upon the end of the freeze period. If a member chooses to cancel membership during the hold or freeze period, written notification must be issued within fourteen (14) days prior to the end of the hold period, and clients will be billed per our cancellation policies.

MEMBERSHIP LAPSES AND MEMBERSHIP REACTIVATION: If you choose to cancel your membership at any time and return at a later date, you will be subject to any rate increases at the time of enrollment.

REFUNDS: My Nature Lab will not provide refunds retroactively for any cancellation requests. Membership cancellations are only processed by sending written notification via email to info@mynaturelab.org. Please do not send cancellation messages to our Facebook page or other social media sites.

My Nature Lab does not issue refunds if you do not use your membership, nor can you carry over sessions to the next month if you missed a session. No exceptions.

SAFETY: We reserve the right to scale or stop your session if it is deemed unsafe for staff, fellow Ecology Club members, and/or our educational animals. My Nature Lab reserves the right to refuse service to anyone for any reason. We reserve the right to cancel a client's membership at any time for any reason. If your membership is terminated by My Nature Lab for any reason; we will refund the balance or remainder of any prepaid, unused membership.