

## MEMBERSHIP BILLING Q&A

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### **If a studio has not had contact with a member since their account was originally frozen, is the studio allowed to simply start charging the member again upon reopening?**

Yes, but it is strongly advised as a best business practice that you send a notice as early as possible to members before billing resumes. See this template: [Resuming Member Billing – EMAIL TEMPLATE](#)

Additionally, we advise stating specifically within your notice to members that their membership is resuming with the same terms and that their membership dates have been extended to cover the closed time.

### **What if the member's contract expiration date has passed when payments resume? How is that handled?**

The membership should be extended for a period of time equal to the time of unavailability. Doing so follows the clause under the Unavailability section on the Member Solutions general membership form:

*"If the Business' facilities are unavailable for use for a period in excess of 30 consecutive days, the Member's program will be extended for a period of time equal to the time of unavailability, but no refund or credit will be due the Member."*

Additionally, we advise stating specifically within your notice to members that their membership is resuming with the same terms and that their membership dates have been extended to cover the closed time.

### **Does pausing payments push out the terms of the membership contract?**

Yes. On the reverse side of Member Solutions general membership forms, the following clause is stated under the Unavailability section to cover extended closures.

*"If the Business' facilities are unavailable for use for a period in excess of 30 consecutive days, the Member's program will be extended for a period of time equal to the time of unavailability, but no refund or credit will be due the Member."*

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### **I'm not offering alternative service options during my temporary closure. How should my membership billing be handled?**

If your business is not offering alternative service options, such as online classes, and members are paying for in-house services, or services that cannot be used due to closures lasting more than 30 days, in some states, you may be at the mercy of your Attorney General to freeze or cancel billing for those services until you resume in-person services.

We strongly advise that you [visit this link](#) and select your state from the dropdown menu. Your State Consumer Protection Office should be able to assist you with any questions regarding your obligations to your consumers.

### **My business is offering alternative service options during its temporary closure. How should my membership billing be handled?**

If you have moved your services to a virtual space, you can continue to bill for services rendered, provided that it is allowed by your Attorney General.

In some cases, members must opt-in for these services.

It is important that you increase the communication with your members regarding your membership offerings. Use the following templates to get your notice out quickly: [Transitioning to Online Classes Announcement – EMAIL TEMPLATE](#).

Please note that, as your team of billing experts, we're here to help you facilitate this communication to your members. We will gladly work with you to send an email on your behalf, and then update your member accounts according to what membership billing option each member chooses.

To get started, [fill out this form](#) to update us on recent communications to your members and membership options being offered. This information will also allow us to assist you by providing you with the resources relevant to your current status to comply with your state's regulations.



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**I am offering various membership options to my members during my studio's temporary closure. How can I best communicate those options to my members?**

As a Member Solutions client, we can communicate membership options to your members on your behalf, and assist you with any updates that need to be made to your member accounts.

For example, we can email your members on your behalf with membership options, such as:

- 1) Yes, continue to bill me
- 2) Freeze my membership for one month
- 3) Continue paying and add the time to the end of my agreement

Not only will we communicate these options to your members, we'll collect their selections and update their accounts accordingly.

If you'd like Member Solutions to email your members on your behalf, simply send an email to [clientsuccess@membersolutions.com](mailto:clientsuccess@membersolutions.com) to get the process started.

**Have a question that isn't addressed here? Send an email with your question to [clientsuccess@membersolutions.com](mailto:clientsuccess@membersolutions.com).**

### In This Together

Need 1:1 guidance? Reach out to your Client Success Manager at any time. [Book a 30-minute session here.](#)