

# BLANTON MUSEUM OF ART

## AUTO-RENEWAL MEMBERSHIP QUESTIONS + ANSWERS

Q: How do I upgrade my auto-renewal membership?

A: You can upgrade your membership at any time, and the difference will be charged and will apply to the remainder of your current membership term. Upgrades can only be processed in person, over-the-phone, or via mailed-in check.

Q: What information do you need to process my auto-renewal? How is my information used for auto-renewal?

A: The transaction will look and feel like a regular online membership payment. Your credit card information is securely stored and PCI compliant.

Q: When will my credit card be charged?

A: Your auto-renewal payment will be processed on your current membership's expiration date, and your membership will be renewed automatically. Your card will be charged annually on your membership's expiration date.

Q: What if membership dues increase?

A: Membership dues increase periodically to keep up with inflation and to better reflect the value of the services provided. You will be sent an email informing you of an upcoming due increase, at which time you can select a different membership level or cancel your upcoming auto-renewal transaction.

Q: My circumstance has changed; how do I cancel future auto-renewal transactions?

A: Please contact the membership team at [member@blantonmuseum.org](mailto:member@blantonmuseum.org) or call 512.471.9880 to cancel auto-renewal transactions prior to your membership expiration date.

Q: When will I receive my membership card and receipt for auto-renewal transactions?

A: The timeline will be the same: you will receive your membership cards within 2-3 weeks through the mail. You will also receive a tax receipt via email or mail within two weeks of the transaction.

Q: How do I give an additional donation during my future terms of membership?

A: You can make a donation at any time on the [museum website](#), by sending in a check, made payable to The University of Texas at Austin, or by calling the Development team at 512.232.7516.

Q: Is my membership refundable?

A: No, memberships are not refundable.

If you have questions about auto-renewal, please feel free to reach out to us via email at [member@blantonmuseum.org](mailto:member@blantonmuseum.org). We are happy to help!