

## FAQ

### 1. What happens to my existing family membership?

Existing memberships will be grandfathered in at current definition, as long as membership is kept current. If membership lapses for any reason, patron has 60 days to reinstate membership or lose grandfather status, and must reapply under new Household definition.

### 2. If I currently have a family membership and I prefer to switch to the new household membership, does it cost to make that switch?

No, there is no cost to switch, if there are only 5 individuals on the new household membership. If you are including more than 5 household members, there will be the \$25 annual fee for each additional member.

### 3. If someone moves out of my household, is there a fee to remove them from my membership?

No, there is no fee to remove members. We encourage you to keep your membership up to date, because annual proof of residency is required for all members listed on the membership who are 21 years of age or older. You will be asked to provide such proof on your annual renewal date for anyone reaching 21 years of age during the year.

### 4. Is there a fee to change my banking information?

No, there is no fee to update your banking information for memberships on the monthly draft.

### 5. My child is turning 3 this year, will there be a fee to add them to the household membership?

If adding your child results in more than 5 household members on your membership, then there will be a \$25 annual fee for that child. But the \$10 administrative fee to add members is waived in the case of a child coming of age.

### 6. I am a foster parent, am I limited to 5 individuals on the household membership?

In consideration of the special circumstances of a foster family, you will be able to add an additional 3 foster children to your membership (up to a maximum of 8 household members) at no additional charge.

### 7. If I want to add an additional household member to my membership 6 months into my current membership term, is the \$25 annual fee for that person prorated?

No. We currently do not have that option under any of our current membership definitions. We do not have a reasonable method to calculate prorated amounts for the large number of memberships we have. We have set the cost to add an additional person reasonably so that this is less of an issue.

8. If I add an additional household member to my membership 6 months into my current membership term, does that cause me to start a new 12 month contract period?

The answer depends on whether or not you are on the draft or pay annually.

You do not start a new 12 month contract if you pay annually, but you still pay the \$10 change fee and \$25 annual fee for each additional person up front.

You will be required to start a new 12 month contract if you pay on the monthly draft. If you are on the draft, you must pay the \$10 admin fee up front for adding an additional member and pay the higher monthly draft amount, for the next 12 months.

9. I decided to stay with the traditional family membership and was grandfathered under that membership definition. I am getting remarried and will have step children on my membership, causing the number of members on my membership to increase. Will I be able to add them without additional cost?

Yes. As long as your membership has been kept current, you can maintain your grandfathered status under the "family" membership definition indefinitely, which has no limit to the number of family members.