

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. 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 appear on your credit card statement 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 Blanton Membership at 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: your new digital membership cards will be emailed to you within 4-5 days. 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. However, memberships are transferrable, if you are no longer able to visit and would like to transfer your membership to a friend.

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