



## **SMUAA Auto Renewal Terms & Conditions**

### **WHO IS ENTITLED TO AUTO-RENEWAL?**

Anyone who signs up for SMUAA membership is entitled to the auto-renewal feature. Under the auto-renewal scheme, you will be entitled to a 15% discount.

### **WHAT AM I AGREEING TO IF I SUBSCRIBE TO AUTO-RENEWAL?**

By subscribing to auto-renewal, SMUAA will automatically deduct your annual membership fees from the credit card provided at the start of the membership year.

### **WHAT IS THE 15% DISCOUNT APPLICABLE TO?**

The 15% discount will apply to the total payment (including any add-ons) for the membership package.

### **BY SUBSCRIBING TO AUTO-RENEWAL, DO I GET THE DISCOUNT IMMEDIATELY OR DOES IT ONLY APPLY FOR THE SECOND YEAR?**

By subscribing to auto-renewal, you will enjoy 15% off the total payment for the first two years of membership (which will be automatically deducted on the due date). You will be billed separately on an annual basis for the two years of membership.

### **WHAT HAPPENS WHEN I SUBSCRIBE TO AUTO-RENEWAL BUT UNSUBSCRIBE LATER?**

If you unsubscribe within 6 months of registration, a penalty fee of \$35 will be charged in addition to the retraction of the 15% discount given at the initial point of payment.

Subscription cancellation will take 10 working days to process. ***Should the subscription be cancelled after the new billing cycle, please note that refunds are not available.*** As such, please ensure sufficient processing time for the subscription cancellation.

Example: If you selected a Basic + Gym Add-on membership at S\$340, and subscribed for auto-renewal, you will be given a 15% discount. Therefore, the total payment would be S\$289. If you unsubscribe within 3 months of your registration date, you will be charged a total fee of S\$86 (*S\$35 [penalty fee] + S\$51 [15% discount on \$340]*).

### **HOW DO I KNOW WHEN MY BILLING PERIOD IS?**

Email [hello@smuaa.org.sg](mailto:hello@smuaa.org.sg) with your name, NRIC/FIN number and the email you used to register for the membership.

Please note that your billing cycle and membership expiry dates are *not the same*.



## **SMUAA Discount Code Terms & Conditions**

### **WHO IS ENTITLED TO THE DISCOUNT CODE?**

Each discount code has its own qualifying terms and conditions.

For example, if you are a fresh graduate, you will be entitled to a discounted library membership which gives you access to borrow from the SMU Libraries. When we process your membership, we will verify the qualifying conditions for each discount code used.

### **WHAT HAPPENS IF I AM NOT ENTITLED TO THE DISCOUNT CODE BUT I USED IT?**

Upon verification, we will request a furnishing of the amount that was waived off through the discount code. There will be no refund on previous payments made if it is due to misuse of discount codes