



# MAGIC MOON CIRCLE Membership Terms & Conditions

## Cancellation Policy

We understand that circumstances may change and are here to help make your membership experience as smooth as possible. If you would like to cancel your subscription, please send an email request to [info@magicmooncircle.com](mailto:info@magicmooncircle.com) **no less than 1 week** before your next payment is due (monthly) **or 1 week** before the same day of the month that your membership started (see refund terms below.)

**You will receive a confirmation email once your subscription has been cancelled.**

## Refund Policy

**Monthly membership payments are NON-REFUNDABLE. Your membership will remain active for the month once payment is processed.**

### Refund for Annual Membership Full Payment Terms:

- 1. Refund Amount:** Refunds will be calculated based on the remaining balance of your membership, prorated from the date of your refund request. This means the cost of the months already used will be deducted from your total payment, and the remaining balance will be refunded.
- 2. Request Deadline:** Refund requests must be submitted at least one week prior to the same day of the month on which your membership began. For example, if your membership started on the 15th of the month, your refund request must be received no later than the 8th of the month to be considered.

This ensures we have sufficient time to process your request and adjust your membership accordingly.

**No refunds will be issued for expired or completed memberships.**

**Processing Time:** Applicable refunds will be processed within seven business days of approval, and funds will be returned via eTransfer (Canada) or PayPal (International including US.)

To request a refund or for further assistance, please contact us at [info@magicmooncircle.com](mailto:info@magicmooncircle.com)

We appreciate your understanding.

## Member Code of Conduct

We strive to create a welcoming, respectful, and inclusive environment for all members. To ensure everyone enjoys a positive experience, all members are expected to adhere to the following guidelines:

### 1. Respectful Communication

- Treat all members, hosts, and guests with kindness, respect, and dignity.
- Harassment, bullying, or any form of discriminatory or abusive behavior will not be tolerated.

### 2. No Bullying or Harassment

- Any actions or communications intended to intimidate, belittle, or harm another member, whether in person or online, are strictly prohibited.
- This includes but is not limited to verbal, written, or non-verbal actions.

### 3. No Soliciting or Advertising

- Members may not use the community space, events, or communication channels to promote, solicit, or advertise personal businesses, products, services, or causes without prior approval.
- This includes distributing flyers, sending unsolicited messages, or making sales pitches to other members.

### 4. Collaborative Environment

- Foster a spirit of community and mutual support. Constructive feedback is encouraged, but it must be delivered respectfully.
- Be mindful of how your words and actions impact others.

### 5. Compliance with Policies

- Adhere to all community guidelines, rules, and policies as outlined by the organizers.
- If you witness or experience a breach of this code of conduct, report it to [info@magicmooncircle.com](mailto:info@magicmooncircle.com) immediately.

**Violation of these guidelines may result termination of membership without refund.** We are committed to maintaining a safe and positive environment for everyone. Thank you for your cooperation and support in upholding these values.

