



FAQ: KEYSTONE SPACE MEMBERSHIP AUTO-RENEWAL

At Keystone Space, all membership levels are configured for automatic membership renewal. When you renew your Keystone Space membership using a credit card, you will be automatically enrolled for the following year's renewal.



Automatic Enrollment

If you make your renewal payment with a credit card, you will be automatically enrolled in our auto-renewal program. Members who pay by check will not be affected by this auto-renewal process. To opt out of auto-renewal for the upcoming year, please follow the opt-out instructions below. You will continue to receive automatic renewal reminder emails from the system, or if your credit card information needs to be updated.



Automatic Email Reminders

All Keystone Space members will receive automated renewal reminder emails, both 30 days and 15 days before the renewal date.

If your recurring payment is processed, the card on file will be charged on your renewal date, and you will receive a confirmation email containing a copy of your receipt. In case your recurring payment is declined or if the credit card information on file is expired, you will receive additional notifications. To update the card on file, follow the "Updating Credit Card Information" instructions provided below or contact the Keystone Space office directly.

Updating Your Credit Card Information:

If your credit card is due to expire, or if you need to update the card information, there are two options to update:

1. Members can update through their member profile using the instructions below.
 - a. Log in to your account on the Keystone Space website.
 - b. Under "Membership Details," you'll find the "Update Credit Card" link.
 - c. Simply complete the necessary credit card details and save.
2. Contact the Keystone Space office at (412) 343-2235 to update your information.



Opt-Out of Recurring Payments

If you do not wish to have your Keystone Space membership set up to automatically renew, [please complete this quick form](#) and the Keystone Space office will remove you from this feature. You will receive confirmation from the Keystone Space office once you've been removed, and no further automatic payments will be charged to your card. Please note: You will need to opt-out after renewal each year, as a new auto-renew bill will occur annually.