

Club Paddock Fulfillment Policy

At Club Paddock, we strive to ensure a smooth and seamless experience for our valued members. Please review our fulfillment policy below for annual memberships.

1. Membership Activation

- **Immediate Access:** Upon successful purchase and payment confirmation, your membership will be activated immediately, and you will receive an email containing your membership details, benefits, and login credentials for your Club Paddock Mobile App.
- **Delayed Access:** If your membership includes specific start dates or requires approval, activation may take up to 2 business days, and you will be notified of your access start date via email.

2. Delivery of Membership Materials

- **Digital Memberships:** All membership benefits, including exclusive content, event invitations, and discounts, will be delivered electronically to the email address provided during registration.

3. Renewal of Membership

- **Automatic Renewal:** Annual memberships may be set to renew automatically. You will receive a reminder email 30 days before your renewal date, allowing you to update payment methods or cancel if necessary.
- **Manual Renewal:** If your membership does not auto-renew, you will be notified via email 30 days before expiration with instructions on how to renew.

4. Refunds and Cancellations

- **Cancellation Period:** Members may cancel their membership within 7 days of purchase for a full refund. After this period, no refunds will be issued, and the membership will remain active for the full term.
- **Non-Refundable Situations:** Refunds will not be granted for partial membership usage, failure to use membership benefits, or early cancellation requests beyond the 7-day window.
- **Cancellation of Automatic Renewal:** If you do not wish to renew, you may cancel auto-renewal at any time prior to the renewal date by contacting customer support.

5. Membership Transfers

- Memberships are non-transferable and are intended for the exclusive use of the registered individual or organization.

6. Support and Assistance

For any issues related to membership activation, access, or billing, please contact our customer support team at info@clubpaddock.com or call customer service at 801.332.9573. We are happy to assist you.

Refer to club Terms and Conditions document for additional information on Club operations and membership operations.