



Black Fret Membership Renewal Information and FAQs

updated August 2021

Black Fret continues to listen to member feedback and is again updating the membership offerings. This change will help us to better serve existing members and to continue to attract new members from across our community at a cost of \$750 per person. We hope you'll find the exact level that is right for you and your Black Fret experience!

How are membership levels changing?

In short, there are 3 membership levels now available. The key differentiator is the number of complimentary guests that may be brought to a regular season event. When registering for events, the system will allow the member to add the number of guests corresponding to their member level.

Single: 1 member ticket per event

Duo: 1 member ticket and 1 complimentary guest tickets per event

Party: 1 member ticket and 3 complimentary guest tickets per event

To see a full list of membership levels, benefits, and costs, please visit: <https://blackfret.org/join>

How does this change impact existing memberships?

There are no changes to the cost or benefits for members.

Season Passes are replaced with the Duo membership option. All people that chose to use the Season Pass +1 option during the 2021 season have already been converted to a Duo membership with the same renewal date as before.

People using monthly recurring payments with the Season Pass option should see their next payment at the same date and amount as before.

What do I do if I want to change to a different membership level?

The process to change membership levels inside the system is the same as before, there are just more options!

Go to your member profile (<https://community.blackfret.org/membership>) and look for the small "Change" link to the right of your existing membership level. Follow the screen prompts to select and pay for the new membership level.

NOTE: This self service process will automatically charge you for a full 1 year membership at the new level. If you happen to be in the middle of your current membership year, please contact us at membership@blackfret.org to adjust as needed. (e.g. refund the unused portion of the previous membership, extend membership dates, etc.)

How does this change impact the event registration process for Black Fret ticketed events?

You will now see 3 member ticket options available for events (Single, Duo, and Party). The ticket option that corresponds to your member level can be used to Register. The other options will be greyed out and not available.

Dinner and a Show with Bla

When September 02, 2021
7:00 PM - 10:00 PM
Location Pershing
Spaces left 46

REGISTRATION

- Member Ticket - Duo
Access for you and a complimentary guest as part of Duo Membership
- Member Ticket - Party
Access for you and 3 complimentary guests as part of Party Membership
- **Member Ticket - Single**
Access for you as part of Single Membership. An additional ticket for a guest may be purchased as part of this registration.

VISA AMERICAN EXPRESS DISCOVER

REGISTER

As part of the Event Registration for yourself (the member) you can add guests as permitted by your membership level. Members using the Single option, are given the opportunity to add one guest at the cost of \$50. NOTE: the specific cost and number of guests may be different for specific events.

Dinner and a Show with Black Fret

Event Dinner and a Show with Black Fret
September 02, 2021 7:00 PM - 10:00 PM
Location: Pershing

Registration type Member Ticket - Single

Enter registration information

First name

Last name

Email
Please enter your email address. This is the primary means by which Black F

GUESTS REGISTRATION

No guest registration entered

ADD GUEST \$50.00 (USD) each, you can invite up to 1 guests

Dinner and a Show with Black Fret

Event Dinner and a Show with Black Fret
September 02, 2021 7:00 PM - 10:00 PM
Location: Pershing

Registration type Member Ticket - Duo

Enter registration information

First name

Last name

Email
Please enter your email address. This is the primary means by which Black F

GUESTS REGISTRATION

No guest registration entered

ADD GUEST You can invite up to 1 guests

The [Prospective Member Form](#) may still be used if you wish to invite a friend or colleague that may be interested in coming to an event to learn more about Black Fret.

If you wish to purchase extra guest ticket(s), please contact membership@blackfret.org for assistance. We can set up a guest registration and invoice that can be paid online.



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Additional FAQs (frequently asked questions) that may expedite your joining/renewing experience:

Q: I am new to Black Fret or my spouse/partner was the named member and I now want to purchase my own membership. How do I join?

A: Go to <https://blackfret.org/join> to create a new membership. Enter your information and make payment. You're done!

Q: Before the 2021 season, my spouse/partner and I used a \$1500 "Duo" membership. For the 2021 season, we used 2 separate Single Memberships, but we want to go back to the Duo. How do we do that?

A: Contact membership@blackfret.org to assist with merging your memberships. Please designate which person will be the official "member" that will receive email updates, make event registrations, and cast votes. Each membership only gets 1 vote.

Q: If I have a Duo or Party membership and am unable to attend an event, can I give my member ticket to a friend?

A: We ask that a primary member be present at each event. Please do not give all of your tickets to others if you can't make it. We want to ensure you can be present to introduce your guests to the Black Fret community and the listening policy.

Q: If I keep my Single membership and my partner does not have a membership, is there still a way to bring guests to events?

A: Yes! As always, you may fill out the [Prospective Member Form](#) and we will send your guest tickets. Please do invite your live-music-loving friends and get them to join!

Q: If I purchase a Duo or Party membership, do I get more votes?

A: No, Black Fret's rules allow only one vote per membership.

Q: I'm a current member. How do I renew my membership at my existing membership level?

A: Visit your member profile (<https://community.blackfret.org/membership>). Click the "Renew" button. Enter your information. Make payment. You're done!

Q: Can I renew early to take advantage of charitable contributions for my taxes during the current year?

A: Yes! Go to your membership profile and press the renew button and complete the normal renewal process. Your membership end date will be advanced by the appropriate period. You can only renew by 1 time period ahead. Please remember to check with your tax advisor to determine whether your charitable contributions are deductible in your situation. NOTE: Recurring monthly members cannot renew early.

Q: Where do I get a receipt of my membership dues, including acknowledgement of my charitable contributions?



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A: If you pay online, you should receive an emailed PDF receipt. Alternatively, you can always go to your membership profile and click the "Invoices and payments" tab to see your receipts. Please remember to check with your tax advisor to determine whether your charitable contributions are deductible in your situation.

Q: I want to pay for my membership via corporate match. How can I do that?

A: Complete these steps in sequence:

1. Initiate your renewal (click Renew in [your member profile](#)) or if this is for a new member, create a new membership (<https://blackfret.org/join>) but don't pay yet. Click the "invoice me" option instead.
2. To activate your membership, you must pay the non-charitable portion of your membership dues (20%) plus any New Member Fees directly to Black Fret. Our system does not allow automated partial payments, so we ask that you go to our [Donate page](#) and choose the last option in order to make the initial payment.
3. Send an email to membership@blackfret.org and ask for the initial payment to be applied to your membership invoice.
4. The membership team will apply this partial payment to your renewal or new membership invoice. And, the team will activate your membership. NOTE: When you go to your profile, it will show the balance still due.
5. Follow whatever steps you need to take with your employer to obtain the remaining corporate match program funds for the charitable portion of your membership dues (80%). Each company is different. Typically, it requires that you make a donation through the company's matching program site and designate Black Fret as the nonprofit to receive those funds and any matching funds.
6. When your employer's matching program sends the funds to Black Fret, the membership team will apply the match to your balance.

Q: I have a Monthly Recurring Membership level and I want to switch to an Annual Membership. How can I do that?

A: Go to your profile in the member management system. **DO NOT** click the RENEW button yet. Complete these steps in sequence:

1. You must "Stop Recurring payments" on the "Invoices and Payments" portion of your profile.
2. Go back to the main part of your Profile and click on the small "Change" link to the right of your membership level name.
3. Confirm your profile information on the level change form..
4. Proceed with payment.

NOTE: The system requires that you make payment at the time that you change your membership level and cannot be scheduled out.

Q: Can I pay by check or bank Bill Pay?

A: Yes, however, this delays the activation of your renewal by 30-60 days until we receive and process your check. Your membership is not activated or renewed until we receive payment. Black Fret prefers that you use the online system as this dramatically decreases the administrative work to reconcile payments to your account. If you need assistance with using the online credit card payment system, please contact membership@blackfret.org for assistance. If you still choose to pay by check, please ensure it is mailed to: P.O. Box 29628, Austin, Texas 78755.

Q: My question wasn't answered here. Who can help me?

A: Please email membership@blackfret.org with any additional questions.