



# Membership Renewal Information and FAQs

Contact the Membership Director at [membership@sonicguild.org](mailto:membership@sonicguild.org) for questions not answered here.

## What are the primary membership levels?

The key differentiator is the number of guests that may be brought to a regular season event. (see further description below) Regardless of level, the named Member receives 1 vote for artist nominations and grant allocations.

**Single:** 1 member ticket per event (can purchase 1 additional ticket for each 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 current membership levels, benefits, and costs, please visit:

<https://sonicguild.org/membership>

## What is the difference between Annual and Monthly Recurring membership levels? How does this change impact existing memberships?

Annual Recurring Memberships are paid upfront for the full year. The card used to pay for this Annual Membership will be saved to your profile for future renewals. Each year, you will be emailed reminders of your upcoming renewal date in the case you wish to change anything before your annual payment is processed.

Monthly Recurring memberships are charged to your card on file every month and continue until you choose to stop the membership.

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

Go to your member profile (<https://community.sonicguild.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: For annual memberships, this self service process will automatically charge you for a full 1 year membership at the new level and set your renewal date to 1 year from today. The card used for this payment will be kept on file for future renewals. If you happen to be in the middle of your current membership year, please contact us at [membership@sonicguild.org](mailto:membership@sonicguild.org) to adjust as needed. (e.g. refund the unused portion of the previous membership, extend membership dates, etc.)



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## How do the membership levels impact the event registration process for ticketed events?

You will 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 grayed out and not available.

The screenshots illustrate the registration process for a "Listening Season Event" on August 19, 2023, at Antone's. The first screenshot shows the event details and registration options: Member Ticket - Duo, Member Ticket - Party, and Member Ticket - Single. The "Member Ticket - Single" option is highlighted with a red box. The second screenshot shows the registration form with the "Registration type" set to "Member Ticket - Single" and the "ADD GUEST" button showing "\$50.00 (USD) each, you can invite up to 1 guests". The third screenshot shows the registration form with the "Registration type" set to "Member Ticket - Duo" and the "ADD GUEST" button showing "You can invite up to 1 guests".

After completing the “main” Event Registration for yourself (the member) you can add guests as permitted by your membership level (see screenshots above). For Members using the Single option, you have 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.*

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

If you wish to purchase extra guest ticket(s), please contact [membership@sonicguild.org](mailto:membership@sonicguild.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:**

***I am new to Sonic Guild or my spouse/partner was the named member and I now want to purchase my own membership. How do I join?***

Go to <https://sonicguild.org/membership> to create a new membership. Enter your information and make an online payment. This method of payment will be stored to your member profile for future renewals. You're done!

If you'd like to pay your membership dues by check, please contact our Membership Director at [membership@sonicguild.org](mailto:membership@sonicguild.org).

***My spouse/partner and I use separate "Single" memberships and now want to merge our memberships to a "Duo" level.***

Contact [membership@sonicguild.org](mailto:membership@sonicguild.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. **NOTE: Each membership only gets *one* vote and *one* account to log in and RSVP for events**

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

We ask that one of the primary members 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 local community and the listening policy.

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

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



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

No, Sonic Guild's rules allow only one vote per membership.

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

When you pay your membership online, the card used will be saved to your profile for future renewals. This way, you do not have to do any manual work when it is time to renew!

If you would like to make updates to your payment information, visit your member profile (<https://community.sonicguild.org/membership>). You can remove your current card on file. Next time you pay online, the card you use will become the updated payment method on file for future renewals.

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

Yes! Please contact our membership director ([membership@sonicguild.org](mailto:membership@sonicguild.org)) to start this process and send you an invoice. 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.*

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

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 payments. Please remember to check with your tax advisor to determine whether your charitable contributions are deductible in your situation.



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*I want to pay for my membership via Corporate Match. How can I do that?*

Complete these steps in sequence:

1. Initiate your renewal (click Renew in [your member profile](#)). If this is for a new member, create a new membership (<https://sonicguild.org/membership>) 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%**) directly to our organization. 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@sonicguild.org](mailto:membership@sonicguild.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 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 our organization as the nonprofit to receive those funds and any matching funds.
6. When your employer's matching program sends the funds to Sonic Guild, the membership team will apply the funds to your balance.



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

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

1. Go to the "Invoices and Payments" portion of your profile and click on "Stop REcurring payments".
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. Make your choice and 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.***

***Can I pay by check or bank Bill Pay?***

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. Sonic Guild 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@sonicguild.org](mailto:membership@sonicguild.org) for assistance. If you still choose to pay by check, please ensure it is mailed to: P.O. Box 29628, Austin, Texas 78755.

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

Please email [membership@sonicguild.org](mailto:membership@sonicguild.org) with any additional questions.