

The Austin Steam Train Association, Inc. Membership Terms and Conditions and FAQs

1. Introduction

The Austin Steam Train Association (ASTA) offers a membership program that gives special benefits to donors who give unrestricted donations on a recurring schedule.

Recurring donations help set a baseline of support each month which is crucial to the sustainability of the organization. Membership commitments last for one year beginning on the date of the first payment. When making the first payment through the ASTA Membership Form, members commit to 12 monthly payments at the amount selected. All donors who make recurring donations on a set schedule within a calendar year are referred to as “members”. Members may receive special benefits and donation acknowledgments from ASTA including but not limited to discounts, merchandise, and member-only access to special events and communications. The terms outlined in this document are in effect beginning on November 1st, 2024 and will be in effect indefinitely. These terms govern the membership and participation in the program. The official ASTA Membership Enrollment Form is <https://secure.austinsteamtrain.org/forms/membership-enrollment> which enrolls members into the program. Members may manage their membership in the ASTA Donor Portal (<https://secure.austinsteamtrain.org/login>) by signing into an existing account or by creating a new account using the same name and email address they used when signing up for the membership and changing the level of membership.

2. Eligibility

Memberships are limited to one individual per membership. Individuals may not enroll in the membership program under a pseudonym or a name that is not their legal name. Membership may only have one (1) active membership at any given time. The individual must live in the United States of America. Companies and organizations are ineligible for membership. There is no minimum age requirement for membership. Individuals who do not follow the rules are ineligible for membership.

3. Membership Enrollment

To become a member at the Silver, Gold, Iron, or Steel level, an individual must complete the following steps:

1. The individual must submit the ASTA Membership Enrollment Form (<https://secure.austinsteamtrain.org/forms/membership-enrollment>)
2. The individual must select a membership level (Silver, Gold, Iron, Steel) which is a set amount they wish to pay each month over a twelve (12) month period.
3. The individual must pay for the first installment by credit card.

4. The individual may optionally opt in to cover the transaction processing fee. The processing fee for Visa is 3.19% + \$0.30. The processing fee for Mastercard and Discover is 3.29% + \$0.30. The processing fee for American Express is 4.19% + \$0.30.
5. Each month on the same day as the first payment, the individual's credit card will be charged. If the credit card payment fails, the individual will need to update their card on file to maintain their payment schedule and an active membership. Individuals may update their credit card by logging into the donor portal (insert link here) or by contacting ASTA's fundraising department at 512-839-4544 or fundraising@austinsteammtrain.org. Failure to have a valid credit card on file will result in an inactive membership which disqualifies the individual from benefits.

To become a member at the Brass level, an individual must have an active recurring donation on a daily, weekly, bi-weekly, monthly, quarterly, or semi-annual schedule or any other recurring donation schedule in which multiple payments are received within one calendar year, and meet one of the following criteria:

- The individual is enrolled in a recurring donation schedule for any amount on an ASTA online donation form that is not the official ASTA Membership Form.
- The individual is enrolled in a recurring donation schedule for any amount on a donation platform that is not hosted by ASTA such as a workplace giving platform like Benevity or Your Cause or a third-party event platform like GivGab or BetterUnite. Annual donations do not qualify.
- The individual donates cash, checks, money orders, or EFT/ACH donations to ASTA on a recurring schedule that includes at least two payments within one calendar year that is communicated or indicated to ASTA such as listed in a check memo or when a check is written and mailed on the same day of the month for consecutive months.

ASTA will not inform Brass level members if they miss a payment. This is because the automated missed payment communications are triggered by missed payments made on ASTA's official member form and Brass members cannot enroll in the membership on this form. Failure to maintain a recurring donation schedule will result in membership deactivation.

4. Membership Tiers

The ASTA Membership Program has 5 tiers.

- 1) **Steel:** Steel members donate \$100.00 per month through the official ASTA Membership Form. Upon enrollment, members commit to twelve (12) monthly payments for a total commitment of \$1,200.00 for the membership which lasts 365 days beginning on the date of the first payment. Steel members receive benefits including:
 - a. One (1) Exclusive annual membership card
 - b. Access to member-only communications
 - c. One (1) quarterly appreciation gift each quarter which may include merchandise, special communications, or discounts
 - d. Ten-percent (10%) discount on total purchases made on in the Concession Car
 - e. Recognition in quarterly Call Board newsletter

- f. One (1) Complimentary birthday ride up to a \$120 value
 - g. Two (2) Complimentary tickets to ASTA's annual awards luncheon which takes place in the spring
 - h. One (1) day of early access to annual North Pole Flyer ticket sales on the conditions that the member must be an active member at the time of access and complete at least three (3) payments as a Steel level member to receive this benefit.
- 2) **Iron:** Iron members donate \$50.00 per month through the official ASTA Membership Form. Upon enrollment, members commit to twelve (12) monthly payments for a total commitment of \$600.00 for the membership which lasts 365 days beginning on the date of the first payment. Iron members receive benefits including:
 - a. One (1) Exclusive annual membership card
 - b. Access to member-only communications
 - c. One (1) quarterly appreciation gift each quarter which may include merchandise, special communications, or discounts
 - d. Ten-percent (10%) discount on total purchases made on in the Concession Car
 - e. Recognition in quarterly Call Board newsletter
 - f. One (1) Complimentary birthday ride up to a \$60 value
 - g. Two (2) Complimentary tickets to ASTA's annual awards luncheon which takes place in the spring
 - h. One (1) day of early access to annual North Pole Flyer ticket sales on the conditions that the member must be an active member at the time of access and the member must complete at least six (6) payments as an Iron level member to receive this benefit.
- 3) **Gold:** Gold members donate \$25.00 per month through the official ASTA Membership Form. Upon enrollment, members commit to twelve (12) monthly payments for a total commitment of \$300.00 for the membership which lasts 365 days beginning on the date of the first payment. Gold members receive benefits including:
 - a. One (1) Exclusive annual membership card
 - b. Access to member-only communications
 - c. One (1) quarterly appreciation gift each quarter which may include merchandise, special communications, or discounts
 - d. Ten-percent (10%) discount on total purchases made on in the Concession Car
 - e. Recognition in quarterly Call Board newsletter
 - f. One (1) Complimentary birthday ride up to a \$30 value
- 4) **Silver:** Silver members donate \$10 per month through the official ASTA Membership Form. Upon enrollment, members commit to twelve (12) monthly payments for a total commitment of \$120.00 for the membership which lasts 365 days beginning on the date of the first payment. Silver members receive benefits including:
 - a. One (1) Exclusive annual membership card
 - b. Access to member-only communications
 - c. One (1) quarterly appreciation gift each quarter which may include merchandise, special communications, or discounts
 - d. Ten-percent (10%) discount on total purchases made on in the Concession Car

- 5) **Brass:** Brass members donate any amount on a recurring donation schedule that includes at least two payments within one calendar year that is communicated or indicated to ASTA and is not initiated by the official ASTA Membership Form. Brass members receive benefits including:
- One (1) Exclusive annual membership card
 - Access to member-only communications

Members may change membership level by going to the ASTA donor portal (<https://secure.austinsteamttrain.org/login>) and signing into an existing account or by creating a new account using the same name and email address used when signing up for the membership and changing the level of membership saved on the account. Please call 512-839-4544 or email fundraising@austinsteamttrain.org for questions.

5. Membership Benefits

- **Exclusive annual membership card:** The membership levels that include this benefit will receive a physical membership card with the current year indicated mailed to the address given upon enrolling in the membership program no sooner than thirty (30) days after enrollment. If the membership is continued through the next calendar year, then the member will receive a new membership card with the new year indicated in the mail no sooner than thirty (30) days after the start of the new year. If the member cancels their membership before receiving this benefit, then they forfeit this benefit.
- **Access to member-only communications:** The membership levels that include this benefit will receive emails, phone calls, or mailers exclusive to members such as an exclusive quarterly member-only newsletter. ASTA will use the contact information given at the time of enrollment. If the member cancels their membership, then they will be removed from member-only communications lists.
- **Quarterly appreciation gift:** The membership levels that include this benefit will receive one (1) quarterly appreciation gift each quarter of the calendar year which may include merchandise, special communications, or discounts. If a member cancels their membership, then they will receive the quarterly appreciation gift of the quarter in which they canceled.
- **Ten-percent (10%) discount on total purchases made on in the Concession Car:** The membership levels that include this benefit will receive a discount of ten-percent (10%) on their total purchase made in the Concession Car. Members must present their current membership card to receive this discount. If an individual has canceled their membership and presents their expired membership card in order to try and receive the discount, they will be denied the discount. Concession Car attendants have access to a list of current active members. The member must be present at the point of sale. Members may not give their membership card to non-members in order to use the discount.
- **Recognition in quarterly Call Board newsletter:** The membership levels that include this benefit will include the name of the member in the quarterly Call Board newsletter both in print and digital versions. If the member wishes to be anonymous, the member must reach out to the ASTA Fundraising Department at 512-839-4544 or at fundraising@austinsteamttrain.org and communicate their wish to not be included in the newsletter and ASTA will remove their name from the newsletter. However, once the printed newsletter has been ordered, no further

changes may be made to that issue. If the member cancels their membership before the next issue of the newsletter is ordered, then their name will not be included in the following issue. If the member cancels their membership after the next issue of the newsletter is ordered, then their name will be included in the following issue but not in any subsequent issues.

- **Complimentary birthday ride:** The membership levels that include this benefit will receive one (1) complimentary birthday ride up to a \$120 value for Steel members, a \$60 value for Iron members, and a \$30 value for Gold members. ASTA will use email address given at the time of enrollment to send the member information on how to redeem the complimentary birthday ride no sooner than thirty (30) days after enrollment. If a member cancels their membership, they may still use the voucher for the complimentary birthday ride even if the membership has been canceled at the time of use. Individuals may only receive one (1) complimentary birthday ride voucher per calendar year. For example, if the individual enrolls in the membership program, receives the complimentary birthday ride voucher, cancels the membership, and enrolls again within one (1) calendar year, then the individual will not receive a second complimentary birthday ride voucher.
- **Complimentary tickets to ASTA's annual awards luncheon:** The membership levels that include this benefit will receive two (2) complimentary tickets to ASTA's annual awards luncheon which takes place in the spring. ASTA will use email address given at the time of enrollment to send the member information on how to redeem the complimentary tickets no sooner than thirty (30) days after enrollment. If a member cancels their membership and has not received their complimentary tickets yet, then they forfeit this benefit.
- **One (1) day of early access to annual North Pole Flyer ticket sales:** The membership levels that include this benefit will receive one (1) day or twenty-four (24) hours of early access to annual North Pole Flyer ticket sales on the conditions that the member must be an active member at the time of access and must complete at least three (3) payments as a Steel level member to receive this benefit or at least six (6) payments as an Iron level member to receive this benefit. ASTA will use email address given at the time of enrollment to send the member information on how to access the early ticket sales of the North Pole Flyer no sooner than thirty (30) days ahead of the early access sale date. If a member cancels their membership after completing the minimum number of payments for their level but before receiving the email from ASTA on how to access the early ticket sales of the North Pole Flyer, then the member forfeits their ability to access early ticket sales due to failing to meet the requirement of being an active member at the time of access. If a member cancels their membership after completing the minimum number of payments for their level but after receiving the email from ASTA on how to access the early ticket sales of the North Pole Flyer, then the member may still access the early ticket sales of the North Pole Flyer. If a member cancels their membership before completing the minimum number of payments for their level, then they are ineligible to receive this benefit.
- **Communications of Benefits:** ASTA will use the contact information given by members at the time of enrollment to contact members about their benefits. If the member's contact information has changed, it is the member's responsibility to communicate the changes to ASTA's Fundraising Department by either logging into the donor portal (<https://secure.austinsteamintrain.org/login>) or by contacting ASTA's fundraising department at 512-839-4544 or fundraising@austinsteamintrain.org. ASTA will make a reasonable effort to contact members about their benefits even if contact information has changed.

6. Fees and Payment

In order to join the Silver, Gold, Iron, or Steel levels of the ASTA Membership Program, an individual must go to the ASTA Membership Enrollment Form (<https://secure.austinsteamttrain.org/forms/membership-enrollment>) and select the level they wish to join. By selecting the payment level, filling out the contact information and credit card, and submitting the form, they initiate the first membership payment and the monthly automatic payment process. The only payment method available for these membership levels is credit card. At the time of the first payment, the individual may select to pay the transaction processing fee or to have it deducted from their donation. The processing fee for Visa is 3.19% + \$0.30. The processing fee for Mastercard and Discover is 3.29% + \$0.30. The processing fee for American Express is 4.19% + \$0.30. Each subsequent month, the credit card will be charged the same amount as the first payment on the same day of the month as the first payment. For example, if the first payment was made on the 15th of July, then the next payments will be automatically charged on August 15th, September 15th, and so on. Membership terms are one (1) year in length but will automatically renew, therefore the monthly payments will auto-charge until the individual cancels them, the credit card fails and is not updated, or ASTA terminates the membership. These members may cancel their membership at any time by logging into the donor portal (<https://secure.austinsteamttrain.org/login>) or by contacting the ASTA Fundraising Department so that ASTA may cancel the membership at 512-839-4544 or email fundraising@austinsteamttrain.org.

In order to join the Brass level of the ASTA Membership Program, an individual must donate any amount on a recurring donation schedule that includes at least two payments within one calendar year that is communicated or indicated to ASTA and is not initiated by the official ASTA Membership Form. If the individual makes the recurring payment on a platform not hosted by ASTA, then ASTA has no control over the donations and cannot make changes to the donations or issue refunds. Unlike other levels of membership, Brass members may make their recurring payments by methods other than credit card including but not limited to cash, check, or ACH/EFT. If the individual makes the recurring payment on an ASTA donation form that is not the official ASTA Membership Form, then ASTA has control over the donations and can make changes to the donations or issue refunds. If an individual selected the "Donate Monthly" option on any ASTA donation form, then at the time of the first payment, the individual may select to pay the transaction processing fee or to have it deducted from their donation. The processing fee for Visa is 3.19% + \$0.30. The processing fee for Mastercard and Discover is 3.29% + \$0.30. The processing fee for American Express is 4.19% + \$0.30. Each subsequent month, the credit card will be charged the same amount as the first payment on the same day of the month as the first payment. For example, if the first payment was made on the 15th of July, then the next payments will be automatically charged on August 15th, September 15th, and so on indefinitely. The monthly payments will auto-charge until the individual cancels them, the credit card fails and is not updated, or ASTA cancels the monthly payments. Brass members may cancel their membership at any time by contacting the third-party platform in which their recurring donations are made. Brass members who make their recurring donations through an ASTA donation form may cancel anytime by contacting the ASTA Fundraising Department so that ASTA may cancel the recurring payments at 512-839-4544 or email fundraising@austinsteamttrain.org. Brass members who make their recurring donation by cash, check, ACH/EFT, or other method may cancel their membership either by contacting the ASTA Fundraising Department or by ceasing recurring payments.

7. Membership Duration and Renewal

ASTA memberships are one (1) year in length. For the Silver, Gold, Iron, and Steel levels, payments are made on a monthly basis. All memberships are automatically renewed each year unless the individual or ASTA terminates them. These members may cancel their membership at any time by logging into the donor portal (<https://secure.austinsteamttrain.org/login>) or by contacting the ASTA Fundraising Department so that ASTA may cancel the membership at 512-839-4544 or email fundraising@austinsteamttrain.org. Memberships are automatically canceled if a payment is missed due to a failed credit card and is not updated within seven (7) days.

For the Brass level, payments are made on a recurring donation schedule that includes at least two payments within one calendar year. All memberships are automatically renewed each year unless payments cease. Brass members may cancel their membership at any time by contacting the third-party platform in which their recurring donations are made. Brass members who make their recurring donations through an ASTA donation form may cancel anytime by contacting the ASTA Fundraising Department so that ASTA may cancel the recurring payments at 512-839-4544 or email fundraising@austinsteamttrain.org. Brass members who make their recurring donation by cash, check, ACH/EFT, or other method may cancel their membership either by contacting the ASTA Fundraising Department or by ceasing recurring payments.

8. Termination and Cancellation

Members must participate in the program according to the rules outlined in this document. To retain an active membership, members must not miss a payment. If a payment is missed due to a failed credit card on a Steel, Iron, Gold, or Silver level membership, the member will be automatically notified via email. If the member does not update their account to have a valid credit card on file within seven (7) days the membership will be automatically terminated. If a membership is terminated due to a missed payment, the member will no longer receive any benefits. If the individual wishes to become a member again, they must enroll in a new membership using the official ASTA Membership Enrollment Form (<https://secure.austinsteamttrain.org/forms/membership-enrollment>).

If a payment is missed on a Brass level membership, the member will not be notified and the membership will be terminated. If a membership is terminated due to a missed payment, the member will no longer receive any member-only communications. If the individual wishes to reenroll in the Brass level of membership, they must begin another recurring payments schedule and communicate or indicate it to ASTA, or they may enroll in a different level of membership using the official ASTA Membership Enrollment Form (<https://secure.austinsteamttrain.org/forms/membership-enrollment>).

Members may cancel their membership at any time by logging into the donor portal (<https://secure.austinsteamttrain.org/login>) or by contacting the ASTA Fundraising Department so that ASTA may cancel the membership at 512-839-4544 or email fundraising@austinsteamttrain.org. Once a membership is canceled, the individual may no longer receive any benefits except for the quarterly appreciation gift given for the quarter in which they canceled. The individual may still use the voucher for the complimentary birthday ride even if the membership has been canceled at the time of use. A

member may request a refund for the most recent payment of a membership when canceling. Refunds are not automatically issued upon cancellation. To receive a refund for a recent payment, the individual must communicate it to ASTA at the time of cancellation.

ASTA reserves the right to terminate or ban memberships for individuals who do not follow the rules or abuse or attempt to abuse the membership program using ASTA's discretion. Membership abuse may include but is not limited to:

- Enrolling in the membership program and canceling more than twice during a calendar year.
- Enrolling in multiple active memberships.
- Enrolling in a membership using a stolen credit card or identity.
- Enrolling in a membership using a pseudonym or a name that is not the individual's legal name.
- Enrolling in a membership while not living in the United States of America.
- Enrolling in a membership as a company or organization.
- The individual lying about not receiving benefits in order to more benefits.

If ASTA suspects an individual may be abusing the membership program, a staff member from ASTA will attempt to contact the individual for clarity. If they cannot reach the individual after multiple attempts to contact them or if the individual is deemed to be abusing the membership program, ASTA may terminate the membership and ban the individual from being a member again in the future. The individual may dispute a termination or ban by contacting the ASTA Fundraising Department at 512-839-4544 or email fundraising@austinsteamin.org.

9. Changes to the Program

ASTA has the right to modify the terms, benefits, or structure of the membership program at any time. ASTA will communicate program changes no later than thirty (30) days before a change is implemented. Members will be notified via the email address given at the time of enrollment. Any changes to the membership program will be included on the membership page on the ASTA website (<https://www.austinsteamin.org/membership>) and on this Terms and Conditions document.

10. Limitation of Liability

The Austin Steam Train Association, Inc. (ASTA) shall not be held liable for any direct, indirect, incidental, or consequential damages arising from or related to the membership program. Membership benefits are provided "as is," and ASTA does not guarantee that these benefits will meet the specific expectations or requirements of members. ASTA reserves the right to modify or discontinue membership benefits at any time without prior notice.

11. Privacy and Data Usage

The personal information collected from members is used solely for the purpose of managing memberships, communicating important updates, and enhancing member experiences with ASTA. Your

information will never be sold or shared with third parties without your explicit consent, except as required by law.

For detailed information on how ASTA collects, uses, and safeguards your personal data, please review our Privacy Policy.

12. Governing Law

These membership terms and conditions are governed by and construed in accordance with the laws of the State of Texas, United States. Any disputes arising from or related to the membership program shall be resolved in the courts located in Texas.

13. Contact Information

For questions, concerns, or issues related to the membership program, contact ASTA's fundraising department at 512-839-4544, fundraising@austinsteadtrain.org, or 401 E. Whitestone Blvd., Ste C-100 Cedar Park TX 78613.

14. Acceptance of Terms

By enrolling in the membership program, members agree to the terms and conditions outlined on this document.

FAQs

Can donations be designated to support specific projects or programs?

While passion for specific projects and programs is appreciated, the purpose of this membership program is to sustain the organization long-term which calls for donations to be unrestricted, allowing the organization discretion to use funds where they are most needed. However, specific projects or programs can still be supported by making a donation directly through the specific donation form on the website or by mailing a check with the restriction noted in the memo.

How many people can be included on a membership?

Memberships are limited to one person per membership.

How long do memberships last?

Memberships are valid for one year from the date of sign-up. For example, signing up on January 1, 2025, means the membership is valid until December 31, 2025.

Does signing up for a recurring donation on a different form/platform qualify as membership?

Recurring donations to ASTA made on platforms other than the official ASTA Membership Enrollment Form (<https://secure.austinsteamttrain.org/forms/membership-enrollment>) automatically enroll donors into the Brass level of membership. This level provides access to member-only communications but does not include additional benefits. To upgrade membership levels and receive benefits, donors must cancel their original recurring gift and sign up through the ASTA Membership Enrollment Form.

How can credit card information be updated?

Credit card information can be updated by logging into the donor portal (<https://secure.austinsteamttrain.org/login>) or by contacting ASTA's Fundraising Department at 512-839-4544 or fundraising@austinsteamttrain.org.

Can memberships be upgraded or downgraded?

Yes, memberships can be upgraded or downgraded. Changes can be made by logging into the donor portal (<https://secure.austinsteamttrain.org/login>) or by contacting ASTA's Fundraising Department at 512-839-4544 or fundraising@austinsteamttrain.org.

Can memberships be canceled?

Memberships can be canceled at any time by logging into the donor portal (<https://secure.austinsteamttrain.org/login>) or by contacting ASTA's Fundraising Department at 512-839-4544 or fundraising@austinsteamttrain.org. Upon cancellation, benefits will no longer be available.

What if no preferred membership level or payment method is available, or benefits are not desired?

Donors are more than welcome to set up a recurring donation at any level and schedule that fits their budget! However, they will not be able to set it up through this form and they will not receive any membership benefits. All donors who have a recurring donation of any amount on any schedule that indicates multiple donations will be received within a 12-month period (therefore annual payments do not qualify) that did not set up their recurring gift through the ASTA Membership Enrollment Form (<https://secure.austinsteamttrain.org/forms/membership-enrollment>) are auto-enrolled into the Brass level of membership which adds you to the member-only communications list but includes no additional benefits. To sign up for a Brass level of membership, set up a recurring donation through any other donation form or platform such as the main donation form on our website, our Amplify Austin profile (which also allows you to select quarterly and annual gifts), through your workplace giving platform, by mailing checks to ASTA of the same amount on a regular schedule with that schedule indicated in the memo (simply putting "membership" in the memo will not suffice as one-time payments do not qualify

for memberships), or by signing up for recurring donations to ASTA on any other donation form or platform.

Can memberships be paid for by check?

Only Brass level members may pay for their membership by check, though it is highly encouraged to pay by credit card. This is because our online membership program has built-in automations that provide certain benefits to members and these benefits cannot be given if the membership was not set up through the official ASTA Membership Enrollment Form. Donors who pay by check will need to indicate the recurring payment schedule in the check memo or by communicating the recurring payment schedule to the ASTA Fundraising Department. Memberships are only given to recurring payments, therefore, submitting a single donation with no indication of a recurring payment schedule will not qualify as a membership payment. Simply writing "membership" in the check memo will not suffice either, donors must indicate "monthly membership payment" or "quarterly membership payment", etc. Additionally, once a donor commits to a particular recurring payment schedule and misses a payment, which may be out of the donors control if USPS is delayed or has lost the check, then the membership may be terminated. Overall, recurring check donations are more complicated and have more opportunity for error which is why it is discouraged to submit recurring check payments for memberships.