



CACCN Continuous Membership Renewal FAQs

What Is Continuous Renewal?

Continuous Renewal automatically renews your CACCN membership on its expiry date when you pay by credit card. CACCN charges the card on file for the one- or two-year term you selected.

How Do I Sign Up?

You are enrolled in Continuous Renewal when you:

- Complete your membership online.
- Submit a printed membership or renewal form and pay by credit card.
- CACCN renews your membership on the next renewal date using the card and term on file.
- If your card information changes, renew through the online system.

How Does It Work?

Continuous Renewal remains active while you meet CACCN membership criteria and ends only if you cancel your membership or opt out. If dues change before renewal, the updated fee applies, and CACCN will provide advance notice.

Does CACCN Store My Credit Card Information?

CACCN **does not store your credit card information**. Card details are stored by CACCN's secure payment processor in accordance with PCI DSS. CACCN stores only a payment token, the last four digits and the expiry date of the card in the database.

How Will I Know My Expiry Date?

All CACCN memberships and registrations expire on the last day of the month. For example, a one-year membership activated on June 10, 2026, renews on June 30, 2027. Members receive a payment receipt and may check their expiry date in their database file.

How Will I Be Notified of Renewal?

CACCN emails renewal notices approximately 45 to 60 days before the renewal date. CACCN is not responsible for undelivered notices but will try to contact members if an email bounces back. Members must keep their contact information up to date.

Can Continuous Renewal Be Cancelled?

Yes. Members must submit a written request to the CACCN National Office **at least 15 days before your expiry date**.

- Mail: CACCN, P. O. Box # 25322, London, ON, N6C 6B1
- Email: caccn@caccn.ca

If I Forget, Can I Get a Refund?

Refunds are not issued unless CACCN National Office receives a cancellation request at least 15 days before the membership expiry date.