



MEMBERSHIP PRICING Q&A

PRICING & BILLING

Q: How much does Village of Play membership cost?

A: Membership is \$25 CAD/month. One simple price, access to everything.

Q: What's included in my membership?

A: You get access to:

- All available EF skill hubs (currently 1, growing to 9)
- Adult worksheets and personal development tools
- Kid activities and games for all ages
- Family templates and tools
- New content added regularly
- Direct email support from our team
- All future skill hubs at no additional cost

Q: Is this per person or per family?

A: Per family! One membership covers everyone in your household - adults, kids, teens, everyone.

Q: How does billing work?

A: You're billed \$25 automatically on the same day each month. For example, if you join on the 15th, you'll be billed on the 15th of every month.

Q: What payment methods do you accept?

A: We accept all major credit cards and debit cards through our secure payment processor.

COMMITMENT & CANCELLATION

Q: Is there a contract or long-term commitment?

A: No long-term contract! The minimum commitment is one month. After that, you can cancel anytime.

Q: How do I cancel my membership?

A: You can cancel anytime by:



- Logging into your account → Settings → Manage Membership → Cancel
- OR emailing us at hello@villageofplay.com

Your access continues until the end of your current billing period.

Q: What happens when I cancel?

A: You'll keep access until the end of your current billing month. After that, you won't be charged again and your access to member-only content will end.

Q: Can I pause my membership instead of canceling?

A: Not at this time, but you can cancel and rejoin anytime! Your progress and downloaded materials are yours to keep.

🚫 REFUND POLICY

Q: Do you offer refunds?

A: No, we don't issue refunds. Here's why:

When you join, you immediately get access to all our content, downloadable tools, and resources. Once you've accessed member-only materials, we're unable to offer refunds.

Q: What if I don't like it or it's not right for my family?

A: We totally get it - not everything is a fit for every family!

You can cancel anytime after your first month, and you won't be charged again. We recommend giving it at least 2-3 weeks to try a few activities before deciding.

Q: What if there's a billing error or I was charged twice?

A: That's different! Contact us immediately at hello@villageofplay.com and we'll investigate and correct any genuine billing errors.

📈 PRICING CHANGES

Q: Will the price increase?

A: As we add more content and features, we may adjust pricing for new members. However, your rate is locked in as long as you maintain continuous membership.

Q: What if I cancel and rejoin later?

A: You'll rejoin at whatever the current membership price is at that time.



SPECIAL CIRCUMSTANCES

Q: Do you offer discounts or financial assistance?

A: We believe every family deserves access to brain fitness tools. If cost is a barrier, email us at hello@villageofplay.com with "Financial Assistance" in the subject line. We'll work with you to the best of our abilities.

Q: Do you offer gift memberships?

A: Not yet, but it's coming! Email us if you're interested and we'll let you know when it's available.

Q: Is there a free trial?

A: Not currently, but your first month is your "trial period." Try the content, and if it's not working for your family, simply cancel before your second month billing date.

VALUE BREAKDOWN

Q: Is \$25/month really worth it?

A: Let's break it down:

- One coffee shop visit with the family = \$25
- One hour of private tutoring = \$40-100
- One therapy co-pay = \$30-60
- One family activity = \$30-80

For \$25/month, you get:

- Tools for your ENTIRE family
- Access to growing library of 9 complete EF skill hubs
- Adult personal development resources
- Kid activities you can use over and over
- Family strategies that create lasting change
- Direct support when you need it

Q: What if I only need help with one skill?

A: You still get access to everything! Start with what you need now, and you'll have access to other skills as challenges arise or as your family grows.



TECHNICAL QUESTIONS

Q: Can I access from multiple devices?

A: Yes! Log in from any device - phone, tablet, computer. Your account works everywhere.

Q: Do I need to download an app?

A: Nope! Everything is accessible through your web browser on any device.

Q: Can multiple family members use the same login?

A: Yes! Share your login with your partner, co-parent, or household members.

STILL HAVE QUESTIONS?

We're here to help!

Email: hello@villageofplay.com

Response time: Within 24-48 hours

We're real humans who actually read and respond to every email.