

Submit a Help Request to Meetup

The below instructions demonstrate how to reach Meetup technical support (message/email only - no phone calls) for an issue with your account.

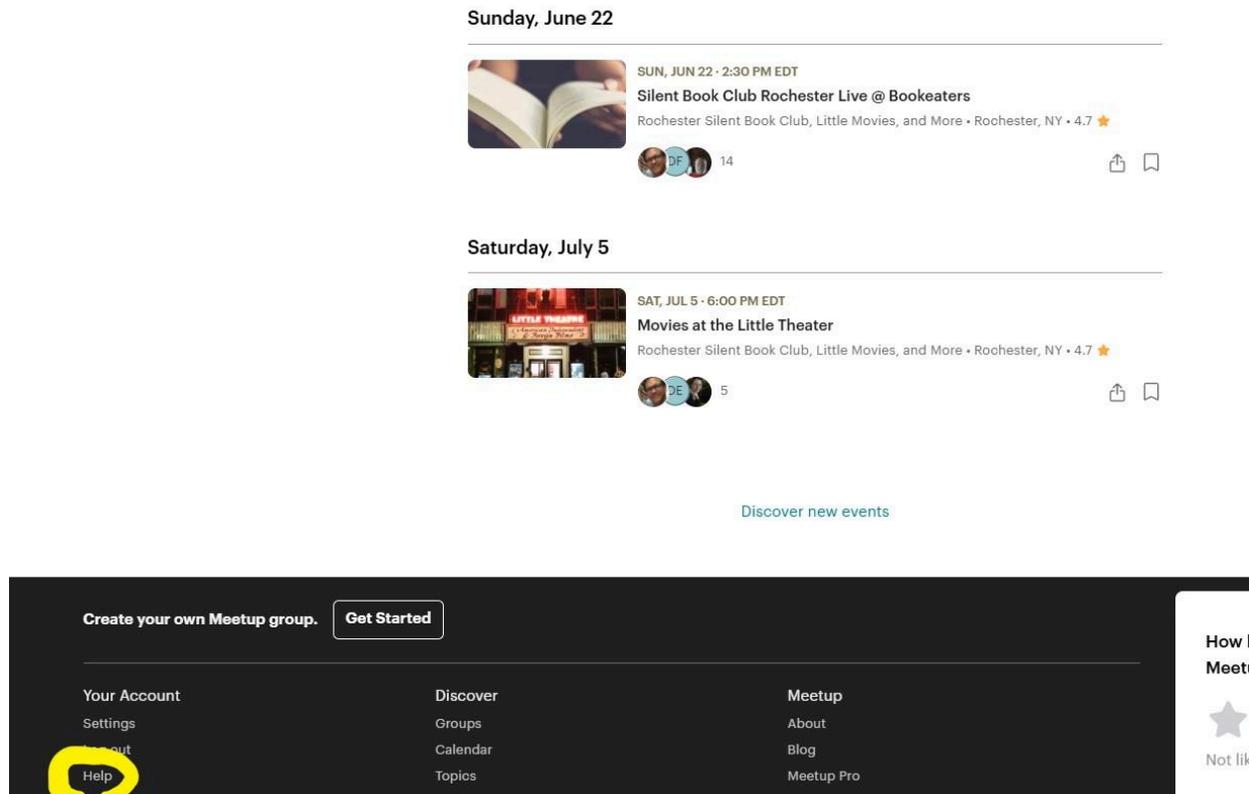


Figure 1: GVHC Landing Page on [Meetup.com](https://www.meetup.com)
Click on the word "Help" at the bottom of the landing page.

How can we help you today?

Search

Popular searches: leadership team, meetup pro, upload photos

Browse by topic

- 
Organizing Groups and Events
- 
Using Meetup
- 
Account, Notifications, and Payments
- 
Technical Issues and errors
- 
Meetup Pro
- 
Policies and Community Guidelines

[Back to Meetup](#)

English (US) ▾

Figure 2: Click on “Account, Notifications and Payments

Account, Notifications, and Payments

Manage your profile and account

Meetup+ vs. Free Plan Members: Key Differences and Benefits

FAQ about Meetup+

Getting to know your profile

[See all 16 articles](#)

Access an account

Why am I being asked to enter a verification code?

Why can't I log into my account?

Creating a strong password

[See all 8 articles](#)

Account privacy

Why did I receive a login notification email?

Account security

Hiding the list of groups on your profile

[See all 4 articles](#)

Organizer subscriptions

I'm still receiving charges even if I no longer manage any groups

What payment methods are available on Meetup?

My subscription got increased

[See all 16 articles](#)

Group and event payments

Paying Member Dues During the Free Trial and after Its End

I want to stop being charged by groups I'm part of.

Checking a Meetup charge on your payment method

[See all 8 articles](#)

Billing issues and troubleshooting

Why did I receive a charge after cancelling my Subscription?

Where to find my Meetup subscription receipts

How to check your Billing Frequency and Upcoming Renewal date

[See all 8 articles](#)

Notification settings

How can I make sure that a person I contacted received and read a DM I sent?

What notifications should organizers and members receive?

Editing my email settings

[See all 6 articles](#)

Figure 3: Click on “Checking a Meetup charge on your payment method”

Related articles

[Meetup subscription refund policy](#)

[Requesting dues or fees back from an organizer](#)

[Closing and deleting a Meetup group](#)

[Joining a group with member dues](#)

[Managing a group's Money page](#)

Checking a Meetup charge on your payment method

A charge on your payment method can refer to several different Meetup services: automatic renewal of your organizer subscription to ensure you don't lose access to your groups, renewal of your Meetup+ subscription to keep your benefits active, dues to keep being part of a group as a member, or fees to attend an event.

For these reasons, the payment made can be related to one of the following options:

- An Organizer subscription is still active

As an organizer, if you received a Meetup charge mentioning a Standard or PRO organizer plan, that means that an organizer subscription is still active on your account. If you have more than one account on Meetup, make sure you log in to the right one to verify your subscription status.

Additionally, take into account that prices for Standard and new PRO organizers were increased starting **June 2024**. If you noticed a higher charge than the one you were expecting for your plan, the recent price increase is most probably the cause behind this change. You can find out more about the price increase initiative in the dedicated article [My subscription got increased](#).

- A Meetup+ subscription is still active

To get additional benefits on Meetup, a member can subscribe to Meetup+.

Meetup+ subscriptions renew automatically as all the organizers subscriptions on Meetup.

Additionally, if a Meetup+ subscription has been started before switching to one for organizers, it's possible that the first plan was never canceled before starting a new one, causing an additional Meetup charge.

- Charge related to a group

Organizers can set recurring member dues to sustain their groups.

If you received charges relating to a specific group you're part of, don't hesitate to reach out to the organizer of said group to get further clarifications.

If you don't want to receive charges for a specific group, you can leave the group.

Figure 4: Top half of Help Page

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If you don't want to receive charges for a specific group, you can [leave the group](#).

- Charge related to an event

Organizers can also set up event fees to offset organization costs.

If you received charges relating to a specific event you RSVP'd to, it's likely that the event you're taking part to requires a fee to be attended.

If you believe that the charge was incorrectly received, don't hesitate to follow [these instructions](#).

If none of the scenarios above applies to you (you have no active subscription and you aren't participating to any group or event), but you still received a Meetup charge, it is possible you may have another Meetup account.

To find out, double-check the email address you received the charge at and try logging in with it as it might be tied to a different account.

Follow

[Have questions? Get help](#)

[Back to Meetup](#)

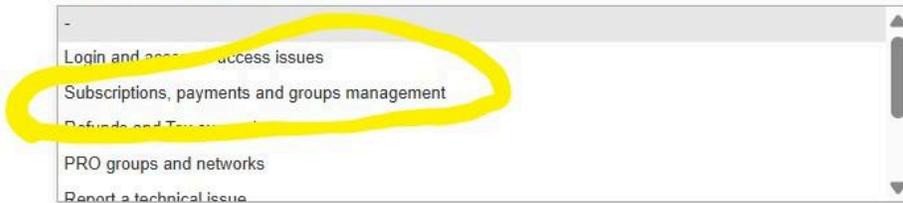
English (US) ▾

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Figure 5: Bottom Half of Help Page - Click on “Have Questions? Get Help”

Submit a request

What do you have a question about?



The image shows a dropdown menu with a grey background and a white border. The menu is open, showing a list of options. The option 'Subscriptions, payments and groups management' is highlighted with a yellow oval. The other options are: '-', 'Login and account access issues', 'Refunds and Transactions', 'PRO groups and networks', and 'Report a technical issue'. The menu has a scrollbar on the right side.

-
- Login and account access issues
- Subscriptions, payments and groups management
- Refunds and Transactions
- PRO groups and networks
- Report a technical issue

Figure 6: Select an item from the Dropdown box, e.g. “Subscriptions”

Submit a request

What do you have a question about?

Subscriptions, payments and groups management

What do you need help with? *

-

You can look for ways to manage a recurring subscription, understand your billing and report issues with your payments, or ask for refunds.

Subject *

Please provide general context for your inquiry. (Subscription, groups, events, notifications, etc.)

Describe your problem or request *

Tell us the details of what you need help with, and a Community Team member will get back to you as soon as possible.

I consent to being contacted to provide feedback on the support service received after submitting this ticket

I acknowledge Meetup's Privacy Policy. *

By submitting your request, you acknowledge that we may send the content of your communications to a third-party AI vendor to help us route and respond to your inquiry. Your data will be treated as confidential and it will NOT be used to train AI models. To learn more about how we process personal data, see our Privacy Policy: <https://meetu.ps/3pnKx8>.

Attachments

[Add file](#) or drop files here

Submit

Figure 7: Fill out the form and click “Submit”

Wait until you hear from Tech Support, either via Message or by email. You need to monitor the email account at which you signed in.