Good afternoon,

My name is Iñaki Arango. I am a student at Harvard University that spent the summer in Houston. I went to the Ion for the first time at the beginning of June to try out the place.

I canceled my subscription by the end of the summer (I believe August) since I moved to Boston.

On August I stopped receiving emails from Common Desk, and I never went to the Ion again. I handled everything in person, including the initial registration and the cancelation of my subscription.

I recently was going over my bank account statements and saw that I have $75 charges from CommonDesk for a couple of months after that, including one on January 1st. Trying to find an explanation I found the Member Portal (I don't remember having used it before) and tried resetting my password, but I never get an email with the password reset link, as if I had never had an account. This makes sense since I handled everything in person at the reception desk.

I am reaching out to understand what happened and to get a refund for the charges I received after I canceled the service and moved out of town.

Thank you in advance for any help that you may be able to provide.

Best regards,

Iñaki