

## **Campus Recreation Refund Policy**

### **Processing Fee:**

- All refunds are subject to a processing fee of 20% (if over \$50, otherwise processing fee will be a flat fee of \$10)

### **General Refund Policy:**

- If a Campus Recreation class or program has been canceled, the participant may receive a full refund or credit to their ARC account for the entire class/program fee.
- If Campus Recreation has to change the date/time of a class and the participant can no longer attend, the participant will receive a full refund or credit to their ARC account for the entire class/program fee.
- Refunds will be granted past the deadline dates under special circumstances with proper verification and approval of the Sales and Memberships Coordinator.
- All classes are subject to cancellation due to low enrollment.
- Please allow 10-14 days for all refunds to be processed.

### **Group Fitness**

- Refunds requested before the first class offered will be granted minus a processing fee of 20% (if over \$50, otherwise processing fee will be a flat fee of \$10) or a full credit to their ARC account.
- Refunds requested within the first week of classes offered will be granted a 50% refund or credit minus the processing fee to their ARC account.
- No refunds will be granted after the start of second week of classes offered.
- Any requests made after the second week of classes, if approved, will only receive a partial credit.

### **Sports, Scuba, Adult Swim, Dance, Martial Arts:**

- Refunds requested before the first day of class will be granted minus a processing fee of 20% (if over \$50, otherwise processing fee will be a flat fee of \$10) or a full credit to their ARC account.
- Refunds requested after the first day of class will be granted a 50% refund or credit minus the processing fee to their ARC account.
- No refunds will be granted after the second class meeting.
- Any requests made after the second class meeting, if approved, will only receive a partial credit.

### **Intramurals:**

- If the refund is requested before the managers meeting, it will be granted minus a processing fee of 20% (if over \$50, otherwise processing fee will be a flat fee of \$10) or a full credit to their ARC account.
- No refunds or credits will be given after the manager's meeting.

- If the refund is requested after the manager's meeting due low number of players on the team, and is requested before the first scheduled game, a refund will be granted minus the processing fee.
- There will be no refunds after the first scheduled game.

**Cooking, Sailing, Kayaking, Stand Up Paddle, CPR/First Aid:**

- Refunds requested at least 7 days before the cooking class will be granted minus a processing fee of 20% (if over \$50, otherwise processing fee will be a flat fee of \$10) or a full credit to their ARC account.
- No refunds or credits within 7 days before the class.

**Outdoor Adventures:**

- Refunds will be accepted up until 14 days before the trip, minus a processing fee of 20% (if over \$50, otherwise processing fee will be a flat fee of \$10) or a full credit to their ARC account.
- Refunds requested within 14 days before the trip, but before the pre-trip meeting will be granted a 50% refund or a credit less the processing fee to their ARC account.
- No refunds or credits requested within 7 days before the trip (if the trip exceeds 2 days) will be granted, unless a replacement for the spot can be found. In that case, a refund will be granted minus the processing fee.
- No refunds or credits requested after the pre-trip meeting (for day trips only) will be granted, unless a replacement for the spot can be found. In that case, a refund will be granted minus the processing fee.

**Rockwall/Climb:**

- Refunds requested at least 7 days before the class will be granted minus a processing fee of 20% (if over \$50, otherwise processing fee will be a flat fee of \$10) or a full credit to their ARC account.
- No refunds or credits 7 days before the class.
- No refunds will be granted on Rockwall Memberships, Rockwall memberships are non-refundable and non-transferable.
- Rockwall day passes are non-refundable. Day passes may be used towards the purchase of a class or rockwall membership if the class/membership is purchased within 7 days of the purchase of the day pass purchase. No more than 1 day pass can be used.

**Club Sports:**

- No refunds will be granted for Club Sports. Club sports fee is non-refundable
- The club sports fee is for the club signing up, if you did not make the team, there is no refund as the fee is for the club not the team

**Gear Up:**

- Refunds shall be granted for new, unopened items within 7 days of purchase.
- No refunds will be granted for any Gear Up purchases that are opened, or after 7 days of purchase.
- There will be no refunds on Martial Arts uniform rentals unless the Martial Arts class has been canceled in which a full refund will be granted.

**Memberships:**

- All memberships are non-refundable and non-transferable.
- All memberships are a commitment of the duration selected at the time of purchase.
- ARC Day passes are non-refundable.
- Day passes may be applied to the purchase of a membership, if the membership is purchased within 7 days of the day pass purchase. No more than 1 day pass can be used towards a membership.

**Personal Training and Massage**

- All Massage and Personal Training sessions are non-refundable and non-transferable.
- All sessions expire 9 months from the date of purchase.
- Massage appointments canceled more than 24 hours in advance can be rescheduled.
- Massage appointments canceled within 24 hours will result in the loss of massage session.

**Private Lessons (Golf, Tennis, Swim, Sailing):**

- Refunds requested prior to 48 hours before the scheduled lesson will be granted minus a processing fee of 20% (or a flat fee of \$10 if the amount equals is less than \$10) or a full credit to their ARC account.
- Refunds requested within 48 hours before the scheduled lesson will not be granted.

**Youth Camps/ Youth Swim**

- Refunds will be accepted up until 14 days before the first day of camp or lesson, minus a 20% processing fee or a full credit to their ARC account. May also choose to transfer into another camp or lesson that has availability.
- Refunds requested within 14 days before the first day of camp or lesson will be granted a 50% refund or a credit less the 20% processing fee to their ARC account. May also choose to transfer into another camp or lesson that has availability.
- No refunds will be granted within 7 days before the first day of camp or lesson, unless a replacement can be found in which case a refund will be granted minus a 20% processing fee. A transfer may be granted, contingent upon availability, however not guaranteed.
- All credits are non-transferable and must remain within the same family account.