

Campus Recreation Refund Policy

Processing Fee: Refunds are only processed as a refund check or credit to the individual's ARC account. All check refunds are subject to a processing fee of 20% (if over \$50, otherwise processing fee will be a flat fee of \$10). Refunds to ARC Account will not be subject to the processing fee.

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 or the program director.
- All classes are subject to cancelation due to low enrollment.
- Please allow 10-14 days for all check 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.
- 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 week 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 week of class.
- Any requests made after the second week of classes, if approved, will only receive a partial credit.

Intramurals:

- Refunds are granted if the player has NOT participated in any Intramural games. Refund must be approved by the Intramural Director.

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 rock wall 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

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.

Updated 11/30/22

- 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.