

Standard Refund Methods

There are two methods of receiving a refund. You will select your refund method on the next page.

1. **Mailed Check:** Subject to processing fee of 20% (taken out of the refunded amount), up to \$10 max. Please allow 10-14 days to be processed
2. **Money on ARC Account:** No processing fee, can be used for a future ARC purchase through the Sales Desk (either in person or over the phone)

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 must 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 exceptional 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

Group Fitness Passes

- Refunds requested before the end of the first week of offerings will be granted
- Refunds requested after the first week of offerings will be granted a 50% refund (regardless of refund method)
- Any requests made after the second week of offerings will be sent to the program director. If approved, will only receive a partial credit

Instructional Classes (Sports, Climbing, Martial Arts, Dance etc.)

- Refunds requested before the first day of class will be granted
- Refunds requested after the first day of classes will be granted a 50% refund
- Any requests made after the second-class meeting will be sent to the program director. If approved, will only receive a partial credit

CPR/First Aid Classes

- Refunds will be granted up to 7 days prior to the class date
- Refunds requested within 3-7 days before the class date, will be granted a 50% refund or credit can be transferred to a future class one time
- Refunds requested less than 48 hours prior to class date will not be granted, unless approved by program director

Intramural Pass

- Refunds are granted only if the player has NOT participated in any Intramural games. The intramural Director will review requests.

Outdoor Adventures

Day Trips

- Refunds will be granted up to 7 days prior to the trip date
- Refunds requested within 3-7 days before the trip date, will be granted a 50% refund or trip credit can be applied to a future trip one time
- Refunds requested less than 48 hours prior to trip date will not be granted, unless approved by program director

Outdoor Adventure Overnight Trips

- Refunds will be granted up to 14 days prior to the trip date
- Refunds requested within 14 days before the trip, but before the pre-trip meeting will be granted a 50% refund.
- Refund amounts requested after the pre-trip meeting, if approved by the program director, will only receive a partial credit.

ARC Memberships

- All memberships are non-refundable and non-transferable as all memberships are a commitment of the duration selected at the time of purchase
- ARC Day passes are non-refundable but can be applied to a purchase of a membership within 7 days of purchase.

Club Sports Fee

- No refunds will be granted for Club Sports. Club sports fee is non-refundable

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 (Tennis/Swim)

- Refunds must be requested at least 48 hours before the scheduled lesson to be granted

Youth Programs

- Refunds will be accepted up until 14 days before the first day of camp or lesson
- Refunds requested within 7-14 days of program will be granted a 50% refund
 - 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. A transfer may be granted, contingent upon availability, however not guaranteed.
- All credits are non-transferable and must remain within the same family account.