



Central Washington University Recreation



Refund & Cancellation Policy

University Recreation is dedicated to providing exceptional programs, services, and memberships and anticipates equivalent accountability in return. When a customer decides to register, the department commits to the preparation and delivery of facilities, activities, events, and/or services.

Cancellation and a request of a refund can be made with reasonable cause and will be processed fairly, taking into account preparation, expenses, processing, and delivery of the program/service.

Payment: All financial transactions require payment at the time of registration or sale. Approved payment methods include: cash, check, credit card (Visa, Discover, & MasterCard), and student charge. Student charge is accepted year round and requires a completed student authorization form. All payments accepted via student charge will be processed and transferred to the CWU Student SAFARI System on a daily basis. Exceptions to daily processing are quarterly system maintenance, when either the SAFARI System or Class (Recreation Registration System) is down for normal maintenance. Payments for all student charges are processed by the cashiers' office in the Student Financial Services and Student Accounts Department. Faculty and staff for the university can pay for services via payroll deduction. There is a \$100 minimum for payroll deduction and requires at least \$30 to be deducted out of each paycheck. Departments on campus can pay using the university approved charge/credit form.

Processing Fee: University Recreation applies a \$20 processing fee for all cancelled memberships, programs, and services. This process may take up to 2 weeks to complete.

Refunds: Refunds for amounts under \$50 will be given in the form of a department credit only. Credits may be used in any University Recreation program and expire at the end of the academic year.

Eligibility: Memberships, programs & services valued under \$20 at the time of request are non-refundable. Withdrawal from programs or events must be requested at least 7 days before the event. The sale of day passes and point of sale items are final and not subject to a refund. Programs that do not meet minimum enrollment will be cancelled typically one business day before the class starts and a full refund will be provided.

Special Circumstances: Exceptions to the general rule of refund may be justified under special circumstances. A professional staff member and/or the Recreation Advisory Committee will review each occurrence and supporting documentation. This is done on a case-by-case basis to determine the amount of refund, if any.

- Medical issues which render the participant unable to participate, verified by medical documentation from a physician.
- Leaving the university due to termination of employment, sabbatical, or graduation.
- Emergency situations that prevent participation.

Participant Removal: If a participant is asked to leave a program or event, the participant is eligible for 50% of the remaining program or event value minus the process fee.

Program specific policies

Camps: All payments are final and will only be refunded in the unlikely event of program cancelation. Requests made before the start of the program will be considered only for special circumstances identified in the University Recreation refund/cancelation policy.

Challenge Course: Program registration fees are final and will only be refunded in the unlikely event of program cancelation. All refund requests are subject to the processing fee. There are no processing fees associated with the first rescheduling of a challenge course booking if done 7 days before the scheduled event.

Climbing Wall: Program registration fees are required for trips, clinics, courses and special events. The registration fee is final and will only be refunded in the unlikely event that the program is cancelled.

Facility Reservation: There is no processing fee associated with the first rescheduling of a facility reservation if done 7 days before the scheduled event. A 50% refund minus the processing fee will be issued if requested at least 7 days prior to the time of the rental.

Group Fitness: Group fitness 10 punch passes are not subject to refunds. Group Fitness quarter-long unlimited passes are eligible for a pro-rated refund minus the processing fee. No refund will be given after the third week of the quarter.

Intramurals: An entry fee is required for intramural activities and must be paid at the time of registration. The entry fee will only be refunded if the Intramural Program does not place a team in a league or the team's spot is filled before the schedule has been made available for that activity. For tournament activities, the entry fee is final and will only be refunded in the unlikely event that the program is canceled. Failure to field a complete team, show up, failure of opponents to show up or otherwise dropping out of the program are not acceptable reasons for a refund.

Unfortunately, the Intramural Sports Program cannot guarantee the number of games teams will receive and does not refund money to teams who receive byes due to the original schedule or changes during the season because of teams dropping out, the loss of games to weather, etc.

Memberships: Cancelled memberships are eligible for a pro-rated refund minus the processing fee.

Outdoor Pursuits & Rentals:

Programs: Registration fees for OPR programs are final and will only be refunded in the unlikely event that the program being registered for is cancelled.

Rentals: A 50% refund minus the processing fee will be issued if requested at least 7 days prior to the time of the rental.

Personal Training: Personal training packages are non-refundable and expire at the end of each fiscal year (6/30) if they are not scheduled to be used. Refunds under special circumstances as defined in the University Recreation refund policy will be made on a pro-rated basis minus the processing fee. Rescheduled sessions will not incur a processing fee and must be done at least 12 hours beforehand.

Special Events: All payments are final and will only be refunded in the unlikely event of program cancelation.

Sport Clubs: Student Account Charges for club dues are final, and pro-rated refunds will only be awarded through special circumstances. No refunds will be issued if the cancelation is over 50% of the membership period.