REFUND
POLICIES, RULES, AND GUIDELINES

UPDATED: August 12, 2019
Memberships/Lockers

General Refund Policy

All memberships, lockers and program services are non-refundable and non-transferable unless a Doctor ordered medical, moving out of the area, or you are no longer eligible.

- Documentation must be provided for auditing purposes
- A Refund Request form must be completed and upon approval, the refund will be processed within 7-10 business (M-F) days by method of original payment

Events

Cancellation charges are based on the rental fee and staffing charges:

<table>
<thead>
<tr>
<th>Notice Given</th>
<th>Cancellation Fee</th>
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</thead>
<tbody>
<tr>
<td>Fourteen (14) or more days before:</td>
<td>No Fee</td>
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<tr>
<td>Seven (7) to fourteen (14) days before:</td>
<td>25% of quote</td>
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<tr>
<td>Less than seven (7) days before:</td>
<td>100% of quote</td>
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</tbody>
</table>

If RecWell cancels due to unforeseen circumstances, the rental will not be charged a cancellation fee.

Learn to Swim

Requests for transfer, credits, or cancellations must be received in writing a week prior to the start of the specific lesson day. No verbal or phone requests are accepted. All swim lesson fees include a 10% non-refundable administration fee. This charge is withheld from any refund or credits when cancelled by the deadline. Cancellations after the cancellation deadline forfeit the entire fee.

- Cancellations due to severe medical circumstances will need a doctor’s note and will be considered on a case-by-case basis. Absences due to common illnesses do not qualify for any reimbursements.
- Any session that does not meet minimum enrollment by the week before the session start date will be cancelled and you will be contacted.
- If we must cancel a camp due to insufficient enrollment or any other circumstances beyond our control, we will offer a full refund or issue credit towards another session.
- A refund will be given prior to the enrollment deadline. Once processed, the refund can take up to 2-7 business days to reflect on your credit card statement.
Outdoor Trips and Clinics

A full refund will be given only if the Center for Outdoor Adventure cancels a trip due to lack of registration, weather, or other extenuating circumstances.

- Day trip and clinic participants will receive a 50% refund only if they cancel seven days prior to the event day.
- Day trip and clinic registrations are non-refundable if a participant cancels fewer than seven days prior to the event date.
- Multi-day trip registrations are non-refundable if a participant cancels fewer than seven days prior to the scheduled pre-trip meeting date.

International Trip Refund Policy

Trip deposits are non-refundable unless the trip is cancelled due to lack of registration or other extenuating circumstances.

- Full payment is required 65 days prior to departure.
- Cancellation 65 days or greater from departure: Loss of deposit.
- Cancellation 30-64 days from departure: 50% refund of total trip price.
- Cancellation 30 days from departure date: No refund is available - 100% loss.

Youth Program Refund/Cancellation Policy

Requests for transfers, changes or cancellations must be received in writing one month prior to the start date of the camp. No verbal or phone requests are permitted, and changes cannot be made online.

- All requests for changes or cancellations will be charged a $15 processing fee (not including new, additional registrations).
- All cancellations/withdrawals made by the deadline also forfeit the $60 non-refundable deposit per camp. This deposit is assessed immediately from the date of registration.
- Cancellations due to medical circumstances will need a doctor’s note and written request. Refunds or credits for medical issues will be considered on a case-by-case basis.
- All cancellations must be made at least one month prior to the specific camp start date, or the entire camp fee is forfeited.