

**CALIFORNIA STATE UNIVERSITY, NORTHRIDGE
UNIVERSITY STUDENT UNION, INC.**

FISCAL POLICY

SUBJECT: Student Recreation Center Refund & Cancellation Policy

POLICY: **Memberships**
There are no refunds for student memberships paid through California State University, Northridge fees.

There are no refunds for term or annual memberships except in the case of a personal or immediate family medical necessity or a death in the family. A proration will be applied to the original purchase price of the membership. All memberships are non-transferrable.

Programs and Services

There are no refunds for programs or services except in the case of a medical necessity or a death in the family. A proration will be applied to the original purchase price of the service if the refund is granted.

Participants must cancel or reschedule an appointment twenty-four hours prior to the start time of their scheduled appointment, except in the case of an illness, medical necessity, or a death in the family. Failure to cancel within this time frame may result in a forfeited session.

Failure to appear for a scheduled appointment will result in a forfeited session, except in the case of a medical necessity or a death in the family.

Participants are expected to arrive on time for their scheduled appointment. The scheduled appointment end time will not be adjusted for a late arrival.

Sessions that are purchased must be redeemed within one (1) year of the date of purchase.

Programs and services are non-transferrable.

Retail

Refunds for retail items are allowed under the following conditions: All merchandise must be in original packaging and in condition for immediate resale in order to be eligible for a refund. All returns must be accompanied by the original receipt. No refunds will be given after 14 days from the original purchase date.

DEFINITIONS:

Categories of membership are as follows:

- Non-fees paid student
- Administrators/faculty/staff
- Alumni Association
- Former students enrolled between fall term 2007 until fall term 2011
- Alumni
- Sponsored Adult
- (Dependents)
- (Family members-non-dependents)

Categories of programs and services include but are not limited to:

- Intramurals
- Instructional Series of fee-based Group Exercise classes
- Personal and group training sessions
- BodyAge assessments
- Swim lessons (private and/or semi-private)
- Pool passes
- Guest passes
- Special events
- Towel service
- Long-term locker rental

Categories of merchandise include but are not limited to:

- General goods
- Apparel
- Gifts and accessories

PROCEDURES:

Method of refund will occur in the same payment type as the original transaction. If cash refund exceeds \$50.00 or exceeds the amount of cash tendered in Point of Sale station for day of refund, then the customer will receive a check by mail.

In the case of a medical necessity, a doctor's note will be required.

In the case of a death in the family, documentation will be required.



Debra L. Hammond

2/6/13

Date: