Campus Recreation

# Georgia Tech Campus Recreation Refund Policy

Thank you for your patronage of Georgia Tech Campus Recreation. We appreciate your support of the various programs, amenities, and services we offer. Refunds are not available due to intermittent facility and campus closures. Membership rates already take these closures into consideration. If you need a refund, please review the policies mandated below. Please also see the medical exception[1], inclement weather statement[2], and staff discretion statement[3] in the footnotes.

## I. Memberships and Lockers

a. Refunds for memberships and/or lockers will not be provided unless there is a medical exception.[1]
    i. This includes lack of use or low frequency of use of Campus Recreation facilities, programs, or services as well as building closures including but not limited to campus closures, holidays, periods between semesters, or for maintenance.
    ii. Campus Recreation does not provide refunds for any member that has their membership privileges revoked/suspended due to Campus Recreation policy violations.

b. In the case that a patron has signed up for a membership that has the duration of 3 or more months, and the patron has left Georgia Tech, and/or will be moving out of a 50-mile radius. The patron must provide proof of moving or a job offer letter. In which case, a pro-rated refund will be extended to the patron.

## II. Day Passes and Guest Passes

a. Campus Recreation does not offer refunds for day or guest passes. Day and guest passes are also non-transferable.

## III. Aquatics

a. Scuba
    i. Refunds for enrollment in scuba will not be extended unless there is a medical exception.[1] In the case of a medical exception, an account credit will be extended. A refund to the original form of payment will only be rendered if the medical exception prevents the patron from participating indefinitely.
        1. If the patron would like to take advantage of the alumni discount for the scuba program, the patron must prove their alumni status prior to registering for the scuba program. This can be done by emailing info@crc.gatech.edu or calling the Member Services desk. If a patron registers for scuba without confirming their alumni status, a refund for the alumni discount will not be provided.

b. Swim Lessons
    i. Refunds for swim lessons will not be provided unless there is a medical exception[1] that prevents the patron from continuing indefinitely. No refunds for unused or missed sessions or cancellations with less than 24-hour notice. An account credit for cancellations in the schedule below can be offered:
        1. Two weeks or more prior to the first day, the patron will be provided with 100% account credit.
        2. One to two weeks before the first day, the patron will be provided a 50% account credit.
        3. Less than one week prior to the first day, no refunds and no account credit will be allowed.

## IV. Competitive Sports

a. Intramural Pass
    i. Refunds for the intramural pass will not be provided under any circumstances.
b. Youth Camp
    i. A $50 deposit is required when register for summer camp per week. This deposit is non-refundable and non-transferable under any circumstances. Following the deposit, the following refund structure is in place:
        1. Four or more weeks prior to the first day of camp, the patron will be provided a 100% refund less the $50 deposit.
        2. Two weeks but less than four weeks prior to the first day of camp, the patron will be provided a 75% refund less the $50 deposit.
        3. One week but less than two weeks prior to the first day of camp, the patron will be provided with a 50% refund less the $50 deposit.
        4. Less than one week prior to the first day of camp, the patron will not be provided with a refund.

## V. Events

a. Space Reservations
    i. Refunds for space reservations and rentals will be considered exclusively by the Facilities and Events leadership team. Please reference the event contract and/or facility rental agreement.
b. Special Events
    i. Special Events are events hosted by Georgia Tech Campus Recreation including Halloween Holla 5k, Pi Day 5k, and the GT Fitness Challenge.
        1. Refunds will not be provided unless there is a medical exception.[1]

## VI. Fitness Programming

a. Group Fitness Pass and Group Fitness Day Pass
    i. Refunds for the group fitness pass and group fitness day pass will not be provided under any circumstances.

b. Personal Training
    i. All session packages expire 6 months after purchase. No refunds for unused or missed sessions or cancellations with less than 24-hour notice. Sessions can be paused or extended for longer than 6 months if there's a medical exception[1] with approval from the Assistant Director, Fitness.
c. InBody Scans
    i. No refunds for unused, missed sessions or cancellations with less than 24-hour notice unless there is a medical exception.[1]
d. Instructional & BeWell Programs
    i. Full refunds are available prior to the first day of the program or if the program is canceled by Campus Recreation staff. No refunds are provided after the first day of the program unless there is a medical exception.[1]
e. Massage Therapy
    i. Massage purchases are not eligible for refunds, as they be used for up to 90 days after the date of the purchase. No refunds for unused, missed sessions or cancellations with less than 24-hour notice unless there is a medical exception.[1]

## VII. Outdoor Recreation

a. Gear Rentals
    i. Payment is due in full at time of reservation. An account credit for cancellation in the schedule below can be offered:
        1. Two weeks or more prior to the first day of reservation, the patron will be provided a 100% account credit.
        2. One to less than two weeks before the first day of reservation, the patron will be provided with a 50% account credit.
        3. Less than one week prior to the first day of reservation, no account credits will be allowed.
b. Outdoor Recreation Trips
    i. Payment is due in full at time of trip registration. An account credit for cancellation in the schedule below can be offered:
        1. Two weeks or more prior to the first day of reservation, the patron will be provided a 50% account credit.
        2. One to less than two weeks before the first day of reservation, the patron will be provided with a 25% account credit.
        3. Less than one week prior to the first day of reservation, no account credits will be allowed.
    ii. Refunds and account credits due to a medical exception[1] and/or inclement weather[2] will be considered by Campus Recreation staff.

## VIII. Other Trips

a. Spring Break Scuba Trip and Winter Break Ski Trip
    i. Please note due to the nature of the trip and the commitments made on behalf of participants, refunds are generally not issued once payment is

received. Many of the trip fees are already encumbered by non-refundable deposits, bookings, and other logistical arrangements.

1. Refunds may be considered under certain circumstances, based on the payment deadlines and individual circumstances. Requests for refunds must be submitted in writing and will be reviewed on a case-by-case basis.
2. Refunds will NOT be given after the final payment deadline.

ii. We encourage participants to review all trip details carefully and ensure their ability to attend before making any payments. We appreciate your understanding and cooperation.

## FOOTNOTES

[1]**Medical Exception**: We understand that unforeseen medical circumstances can arise, and we are committed to supporting our patrons during such times. Patrons who are unable to utilize our services or participate in our programs they registered for may be eligible for a refund. A valid doctor's note must be provided, explaining the reason the patron can no longer use our services or participate in our programs.

[2]**Inclement Weather Statement:** In the event of inclement weather, we understand that some of our programs may be impacted. The program or event will either be rescheduled or an account credit will be provided. Monetary refund requests in the form of the original payment method will be reviewed on a case-by-case basis by Campus Recreation staff.

[3]**Staff Discretion Statement:** We strive to provide exceptional service and flexibility to our patrons. While we have established guidelines and policies for refunds and cancellations, we understand that each situation is unique. Therefore, we empower our staff to use their discretion in handling refund requests.