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.

Recommended by the Finance Committee on December 7, 2012.
Approved by the USU BOD on January 28, 2013.
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.