

# REFUND/CANCELLATION POLICY

## 1. Merchandise (goggles, swimming caps, ear plugs, etc.)

- a. All refunds must be requested within 7 days.
- b. All refunds will be issued to the original payment method.
- c. All items must be in original condition unless damaged, defective or incorrect.
- d. All refunds must be accompanied with receipt and photo ID.

## 2. Food & Beverages - All food and beverages are non-refundable.

## 3. Membership, Lockers and Towels

- a. All refunds must be requested within 7 days.
- b. All refunds will be issued to the original payment method.

## 4. Programs and Services

- a. Full refund will be given if you cancel 24 hours before the pre-event meeting or first session.
- b. 80% refund will be given if you cancel between the morning of the pre-event meeting or first session and 11:59 AM the day after the pre-event meeting or first session.
- c. No refund will be given if you cancel after 12:00 noon the day after the pre-event meeting or first session.
- d. Special events or classes are non-refundable but transferrable if available.
- e. Club dues are non-refundable.

## 5. No refunds or cancellations over the phone.

## 6. For Outdoor Program equipment rental policy, please visit [www.pdx.edu/recreation/equipment-rental-center](http://www.pdx.edu/recreation/equipment-rental-center)

# CASH/CHECK REFUND

**Student Check Refund** - Students will be refunded in the authorized student account. If there is no balance on their account, they will be issued a refund check. If greater than \$25, student will be refunded in the authorized student account. If less than \$25, students will be refunded in cash.

**Faculty & Staff Check Refund** - Faculty & Staff will be refunded in the authorized account. If there is no balance on their account, they will be issued a refund check. If greater than \$25, faculty and staff will be refunded in the authorized staff account.

**Community Members Check Refund** - Community Members need to complete a PSU Substitute W9 form. Then, they will be issued a check by the Business Affairs Office which may take up to four weeks for the refund to be processed.

**Community Members Cash Refund** - If greater than \$25, Community Members will be refunded by check.