



The WELL Refund Policy

Adopted: 9/22/2010

Updated: 9/20/2012

General Policy Statement

The following policy have been developed in order to address refunds, cancellations and transfers for Memberships, Programs and Merchandise for The WELL.

Membership

The WELL offers two membership options to choose from. The first option is a Short Term Membership. A Short Term Membership is a specific monthly term membership that is paid for by an authorized member that is not a fee paying student. The second option is a Monthly Electronic Funds Transfer (EFT) Membership. A Monthly EFT Membership allows a member to submit a voided check and authorize the WELL to automatically pull funds from their account on a monthly basis.

Refunds

- There are no refunds for Short Term Memberships except in the case of a medical necessity (must be supported by a doctor's note) or a death in the family (documentation required). A proration would be applied to the original purchase price of the membership.
- 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 (POS) for day of refund, then customer will receive a check by mail.

Cancellations

- Monthly EFT Memberships have a minimum term of 4 months before eligible for cancellation.
- Monthly Memberships require a 30 day written notice and will be effective on the first of the month following 30 days from the date approval by Member Services Manager.
- Member is responsible for keeping banking account information current and funds available for any remaining monthly payments until process has been completed.

Transfers

There are no transfers of memberships.

Programs

Programs are defined as Group Fitness Classes, Assessment Sessions, Personal and Group Training, Instructional Classes, Pool Passes, Special Events, Swim Lessons and Intramural Sports.

Refunds

- Refundable programs are defined by Fitness Classes, Assessment Sessions, Personal and Group Training, Instructional Classes, Pool Passes, Special Events and Swim Lessons
- Intramural Sports are not eligible for a refund.
- There are no refunds for Programs except in the case of a medical necessity (must be supported by a doctor's note) or a death in the family (documentation required). A proration would be applied to the original purchase price of the program fee.
- 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 POS for day of refund, then customer will receive a check by mail..

Cancellations

- Members are not eligible to cancel programs they elect to not attend. However, they do have the option to exchange services within the program categories of Group Fitness Classes, Assessment Sessions, Personal and Group Training, Instructional Classes.
- We reserve the right to cancel or reschedule a program due to safety concerns or other unforeseen conflicts. Such rescheduling of cancellations will not result in forfeiture of fees.

Transfers

- Cardio & Strength passes, Mind & Body passes, All Access passes, Individual Personal Training sessions, Small Group Training and Instructional classes are available for transfer within Fitness. Must be approved by the Member Services Manager and the Assistant Director of Fitness.
- Single Fitness Drop -In classes are not eligible for transfer.
- Buddy Personal Training classes are available for transfer only when transfer is for both members. Must be approved by the Member Services Manager and the Assistant Director of Fitness.
- Transfers cannot occur between members.

Merchandise

- All merchandise MUST be in original packaging and in condition for immediate resale.
- All returns must be accompanied by the original receipt.
- No refunds or exchanges after 14 days from original purchase date.
- No refunds or exchanges on special orders.
- 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 POS for day of refund, then customer will receive a check by mail.

Membership Freeze

- Membership freezes are only available on all Monthly Memberships that are in good standing with all dues and fees current.
- Monthly fee for membership in a freeze status for 1-3 months is \$0.
- Monthly fee for membership in a freeze status for more than 3 months is \$10 to cover administrative costs.
- More than 3 Freezes requests within one year will require a monthly administrative fee of \$10.
- Membership freezes are available without any requirement unless freezing prior to the EFT 4th month minimum then documentation of medical necessity, active duty military, military transfer, missionary assignment, sabbatical or field work is required.
- The minimum term for a freeze is 1 month and there is no maximum term.
- Freeze requests will require a 30 day written notice, including the requested freeze start and stop dates and will be effective on the first of the month following 30 days from the date of receipt and approval of written cancellation.
- Any adjustments to the freeze stop date will require approval by the member services manager
- Membership shall remain active until you have been notified that request has been approved.
- Your right to use WELL facilities is also frozen / suspended during such a freeze and access can be denied.