



Moraine Valley Community College
Health, Fitness & Recreation Center
Program Refund Request Form

Date: _____ Phone (H,W,C) _____

Last Name: _____ First Name: _____

Student's Name (if different than above): _____

Email Address: _____

HFRC: Member or Non-Member: (please circle) Membership #: _____

☐ **Refund/Credit Request Information**

Session/Year _____

Class _____

Day(s) & Time _____

Request _____

Reason _____

☐ **Transfer Request Information**

Session/Year _____

Current Class _____ Current Day & Time _____

Desired Class _____ Desired Day & Time _____

Request _____

Reason _____

Office Use Only

Form Received By: _____ Form Received On: _____

Submit this completed form to the program coordinator for approval.

No requests can be processed without the approval of the program coordinator.

Program Coordinator Notes:

Program Coordinator Signature: _____ Date: _____

DELETE - PROCESS - Refunds (full and partial) – Refund to the original invoice sale, adjust the price if a partial refund or Credits may be applied to the next session of the same program originally enrolled in or towards another program at Assistant Directors discretion and approval. Credit may not be applied towards membership fees. Credit the original invoice sale to CTA.

Credit/Refund Processed By/On: _____

Participant Notified By/On: _____

General Program Refund Policy

A 100% refund will be given for any program cancelled by FitRec. A 100% refund will be given if a patron submits a refund request form to Membership Services prior to the session registration deadline. A partial credit will be given for the following two reasons: (1) medical issues along with a written note from a licensed practitioner or (2) program not appropriate for maturity/ability of student along with verification from the program coordinator. Partial credits are based on the value of classes not attended, must be submitted within one week of the last attended class and require participant to submit a credit request form. Late/prorated registrations are not eligible for refunds/credits. Credits will expire within one year of issue.

Instructional Class Policies

Classes/programs are subject to minimums/maximums, instructor/location changes, price changes and/or cancellation at supervisor's discretion. Participants may be able to join the session after on-time registration ends, space-permitting, for a prorated fee. Space-permitting, students can make-up one class during the session with the instructor's permission. The instructor will make up or FitRec will refund any lessons cancelled due to facility or instructor issues.

Refund/Credit Policy: A 100% refund will be given for any program cancelled by FitRec. A 100% refund will be given if a patron submits a refund request form to Membership Services prior to the session registration deadline. A partial credit will be given for the following two reasons: (1) medical issues along with a written note from a licensed practitioner or (2) program not appropriate for maturity/ability of student along with verification from the program coordinator. Partial credits are based on the value of classes not attended, must be submitted within one week of the last attended class and require participant to submit a credit request form. Late/prorated registrations are not eligible for refunds/credits. Credits will expire within one year of issue.

Transfer Policy: Participants that wish to transfer to another class section within the same session need to submit a transfer form through Membership Services. Transfers need to be approved by program coordinator before participant can attend a different class. Transfers are not allowed from one session to another.

Health & Fitness Services Policies

Length of Sessions: One-hour sessions include 55 minutes of programming, and 30-minute sessions include 25 minutes of programming. Full fitness assessments may take up to 90 minutes to complete. Remaining time of all sessions will be used as needed to answer questions, review skills, and confirm next appointments.

Cancellation Policy: To cancel appointment, contact the personal trainer/coach directly at least four (4) hours in advance. Failure to do so will result in forfeiting session.

Duo, Trio and Group Training Cancellation Policy: If one partner(s) is not able to make a scheduled appointment, there are two options available: (1) reschedule the group appointment for an alternate day/time at least 24 hours in advance OR (2) keep the regularly scheduled appointment and all partner(s) will be billed for the appointment regardless of attendance.

Late Policy: Personal trainers/coaches will still honor appointment in the event client is late; however, sessions that begin late will end at the originally scheduled end time.

Expiration Policy: All sessions/packages expire one year from date of purchase.

Refund/Transfer Policy: All sessions/packages are non-refundable and non-transferable unless a medical issue is verified by a written note from a licensed practitioner. If dissatisfied with services, a client may request a replacement trainer/coach through Assistant Director, Fitness & Wellness.

Private & Semi-Private Swim Lessons Policies

Length of Sessions: 30-minute sessions will include 25 minutes of pool time and 5 minutes to answer questions, review skills, and confirm next appointments.

Private Swim Lesson Cancellation Policy: To cancel appointment, contact instructor directly at least four (4) hours in advance. Failure to do so will result in forfeiting session.

Semi-Private Swim Lesson Cancellation Policy: If one partner(s) is not able to make a scheduled appointment, two options are available: (1) reschedule appointment for an alternate day/time at least four (4) hours in advance OR (2) keep the regularly scheduled appointment and all partner(s) will be billed for the appointment regardless of attendance.

Late Policy: Instructors will still honor the appointment in the event a client is late; however, sessions that begin late will end at the originally scheduled end time.

Expiration Policy: All swim sessions/packages expire one year from date of purchase.

Refund/Transfer Policy: All sessions/packages are non-refundable and non-transferable unless a medical issue is verified by a written note from a licensed practitioner. If dissatisfied with services, a client may request a replacement instructor through Aquatics program coordinator.

Group/Preschool/1-on-1 Swim Lesson Policies

Classes/programs are subject to minimums/maximums, instructor/location changes, price changes and/or cancellation at supervisor's discretion. Participants may be able to join the session after on-time registration ends, space-permitting, for a prorated fee. To allow us to maintain our instructor to student ratios, no make-up sessions are allowed due to swimmer absence (schedule conflicts, vacation, etc.) The instructor will make up or FitRec will refund any lessons cancelled due to facility or instructor issues. *To qualify for member pricing, children 3 and up must have an active dependent or family FitRec monthly membership (1-month memberships do not apply) during the duration of the program. Children 2 years and under can qualify for member pricing if one parent/guardian has a FitRec membership.*

Refund/Credit Policy: A 100% refund will be given for any program cancelled by FitRec. A 100% refund will be given if a patron submits a refund request form to Membership Services prior to the session registration deadline. A partial credit will be given for the following two reasons: (1) medical issues along with a written note from a licensed practitioner or (2) program not appropriate for maturity/ability of student along with verification from the Aquatics program coordinator. Partial credits are based on the value of classes not attended, must be submitted within one week of the last attended class and require participant to submit a credit request form. Late/prorated registrations are not eligible for refunds/credits. Credits will expire within one year of issue.

Transfer Policy: Participants that wish to transfer to another class section within the same session need to submit a transfer form through Membership Services. Transfers need to be approved by Aquatics program coordinator before participant can attend a different class. Transfers are not allowed from one session to another.

Youth Instructional Class Policies

To ensure safety to all participants, youth instructional programs adhere to specific age requirements set by Senior Assistant Director, Programs and instructors.

Classes/programs are subject to minimums/maximums, instructor/location changes, price changes and/or cancellation at supervisor's discretion. Participants may be able to join the session after on-time registration ends, space-permitting, for a prorated fee. To allow us to maintain our instructor to student ratios, no make-up sessions are allowed due to student absence (schedule conflicts, vacation, etc.) The instructor will make up or FitRec will refund any lessons cancelled due to facility or instructor issues. *To qualify for member pricing, children 3 and up must have an active dependent or family FitRec monthly membership (1-month memberships do not apply) during the duration of the program. Children 2 years and under can qualify for member pricing if one parent/guardian has a FitRec membership.*

Refund/Credit/Transfer Policy: A 100% refund will be given for any program cancelled by FitRec. A 100% refund will be given if a patron submits a refund request form to Membership Services prior to the session registration deadline. A partial credit will be given for the following two reasons: (1) medical issues along with a written note from a licensed practitioner or (2) program not appropriate for maturity/ability of student along with verification from the program coordinator. Partial credits are based on the value of classes not attended, must be submitted within one week of the last attended class and require participant to submit a credit request form. Late/prorated registrations are not eligible for refunds/credits. Credits will expire within one year of issue. Participants that wish to transfer to another class section within the same session need to submit a transfer form through Membership Services. Transfers need to be approved by Senior Assistant Director, Programs before participant can attend a different class. Transfers are not allowed from one session to another.

Youth Camp Policies

To ensure safety to all participants, youth camp programs adhere to specific age requirements set by Senior Assistant Director, Programs. Camp dates are subject to minimums/maximums, instructor/location changes, price changes and/or cancellation at supervisor's discretion. Participants may be able to join the session after on-time registration ends, space-permitting, per Senior Assistant Director's discretion. To allow us to maintain our counselor to student ratios, no make-up sessions are allowed due to student absence (schedule conflicts, vacation, etc.) FitRec will refund any camp dates cancelled due to facility issues. *To qualify for member pricing, children 3 and up must have an active dependent or family FitRec monthly membership (1-month memberships do not apply) during the duration of the program. Children 2 years and under can qualify for member pricing if one parent/guardian has a FitRec membership.*

Refund/Credit/Transfer Policy: A 100% refund will be given for any program cancelled by FitRec. A 100% refund will be given if a patron submits a refund request form to Membership Services prior to the session registration deadline. A partial credit will be given for the following two reasons: (1) medical issues along with a signed, written note from a licensed practitioner or (2) program not appropriate for maturity/ability of student along with verification from Senior Assistant Director, Programs. Partial credits are based on the value of classes not attended, must be submitted within one week of the last attended class and require participant to submit a refund/credit request form. Late/prorated registrations are not eligible for refunds/credits. Credits will expire within one year of issue. No refunds/credits will be issued due to student absence (schedule conflicts, vacation, etc.) Space-permitting, participants may transfer to another session, at the discretion of the Senior Assistant Director, Programs. Participants that wish to transfer to another session need to submit a transfer form through Membership Services. Transfers are not permitted after the session registration deadline.