



Department of Recreation & Wellness
Registration, Transfers, Refund & Cancellation Policies

~ **Outdoor Adventure** ~

Registration

Registration for the trip is to be completed at the front desk of Student Activities Center (SAC). Reservations for trips are accepted on a first-pay basis. We will not hold your spot without your payment. Registration deadlines are noted for each trip. Please bring your CSU Laker Card and be prepared to pay with cash, check, or major credit card. All bad checks are subject to penalties from the Business Office.

All participants are required to complete and sign all forms associated with the Outdoor Adventure Trip. This may include additional forms which are required from the place of destination. Thank you in advance for your patience and understanding.

Transfers

You may have an opportunity to transfer your payment to another planned trip provided your written request is received by the registration deadline for the original trip AND a future trip (which may be different) is available. All transfers from one trip to another are subject to the same conditions as the Refunds & Cancellations policy. The Department of Recreation & Wellness makes no guarantee that the same trip that you paid for will be offered again the next year as circumstances can vary.

Refund & Cancellation Policy

Refunds for Outdoor Adventure Trips are granted only in extenuating circumstances as determined by the Director of Recreation & Wellness.

1. The deadline to request to a refund for a particular trip is **10 business days prior** to the mandatory pre-trip meeting for the particular trip. If you request a refund **BEFORE** the registration deadline, a full refund (less the non-refundable deposit) will be issued.
2. If you request a refund **AFTER** the registration deadline, a refund (less the non-refundable deposit) will be issued **ONLY** if a replacement for your vacated spot occurs. Please note all spaces for the trip must be filled, including your spot, before we can issue a refund. The reason for this is that the majority of the trip is paid to the establishment ahead of time.
3. The trip deposit is **ALWAYS** non-refundable.
4. Any partial payment made toward the trip balance is also not refundable **AFTER** the pre-trip meeting has occurred.
5. Attendance at the pre-trip meeting(s) is **MANDATORY**. Failure to attend a pre-trip meeting may result in you being dropped from the trip and forfeiting your payments. If you cannot attend, contact the trip leader **BEFORE** the scheduled meeting. Only an extenuating circumstance as determined by the Director of Recreation & Wellness will be considered valid reason for missing the pre-trip meeting.
6. There are **NO REFUNDS for "NO SHOWS"** on the day of the trip.
7. If a trip is cancelled by the Department of Recreation & Wellness for any reason, a total refund will be awarded to each participant. All refunds are mailed within a 30-day period from the Business Office.