

AQUATICS CANCELLATION & REFUND POLICY

FORT RUCKER FAMILY & MORALE, WELFARE & RECREATION
COMMUNITY RECREATION DIVISION | SPORTS, FITNESS & AQUATICS
BLDG. 4605 ANDREWS AVENUE | FORT RUCKER, ALABAMA 36362
RUCKER PFC FRONT DESK: 334-255-2296



DFMWR Aquatics Director | Phone: 334-255-9162

PURPOSE & PROCEDURES

- The purpose of this policy is to ensure operational expenses are covered for the unreimbursed programs, so that we may continue to provide these services to our patrons.
- **ALL FORT RUCKER AQUATICS FACILITIES MUST AND WILL BE CLOSED IN THE EVENT OF INCLEMENT WEATHER!**
- All requests for refunds must be submitted in writing or in an e-mail to the Aquatics Director for records purposes. Refunds will NOT be given without a written request made!
- Any refunds provided MUST be requested by Sports, Fitness and Aquatics Management through our Support Services Division (SSD) and subsequently through the Department of Defense's (DoD) Finance and Accounting Service. Refunds should be available at the Front Desk of the Fort Rucker Physical Fitness Center (PFC) on Andrews Avenue approximately TWO WEEKS from the request date unless otherwise notified via e-mail. It is the requestor's responsibility to retrieve refund checks from the PFC. Upon written request, refunds may be delivered via postal service by written request.
- In all cases where a refund is available, patrons will have the option to have their balance forwarded towards a future course or reservation. In cases where only a partial refund is available, only the partial refund may be forwarded towards a future course or reservation. This is still considered a refund and the same protocols and time frames for informing the Aquatics Director apply.

FORFEITURES

Any valid refund request must be made within 30 days of the instance for which a refund is being requested. For courses, it would be the first day of the course, for rentals this is the scheduled event date. Once 30 days have passed the refund is considered to be forfeited. Refund checks are typically valid for a period of approximately 6 months. Checks will NOT be reissued if not claimed, deposited, cashed, etc, within this time frame and will be considered forfeited.

AQUATICS COURSES

A full refund is authorized for cancellations made at least 48 hours in advance of the first day and/or of the course, so that adequate staff scheduling and/or course cancellations due to lack of participants may be made. For cancellations made with less than 48 hours advance notice, a 75% refund is authorized. When course requiring the pool are canceled due to inclement weather or maintenance issues, make-up lessons will be rescheduled on date(s) compatible with both instructor and participant schedules. Once a course has begun, refunds are NOT authorized due to inability to complete/pass a course; however, the same course may be taken at a later date with a 50% discount. If a course cannot be completed due to a medical related issue for which proper physician documentation can be provided, a 75% refund is authorized or may be forwarded towards a future course.

AQUATICS COURSES – EXTENUATING CIRCUMSTANCES

For American Red Cross Lifeguarding Courses where a participant cannot pass the pre-requisite swim testing on the first day of class, a FULL refund is authorized. SCUBA courses are contracted with the government, not staffed by MWR employees. SCUBA refunds are NOT arbitrarily authorized. Per contract specifications: In the event that a patron must withdraw from the course due to medical related purposes and can provide physician documentation of such, the participant will be liable for any incurred costs up to the point of withdrawal and the Contractor will be responsible for refunding any additional fees (this should be coordinated through the Aquatics Director). Active Duty students shall not be penalized in any way for unforeseen TDY and must be allowed to attend a future course at no additional cost.

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SPLASH! RENTALS

A full refund is authorized for cancellations made at least 7 days in advance of the party date, so that adequate staff scheduling may be made and/or so that parties on the waiting list may be contacted and have ample time to coordinate plans. For cancellations made with less than 7 days advance notice, a 75% refund is authorized.

SPLASH! RENTALS – EXTENUATING CIRCUMSTANCES

In cases where within 24 hours of the party start time, upcoming inclement weather is evident, the host will have the option to cancel the party with a full refund authorized OR to reschedule for any future date at least one week later (for staff scheduling purposes) that is not already booked or scheduled. If at the party start time inclement weather appears to be potential but sporadic or indefinite, and the host decides to continue with as much of the party as may potentially take place: If the facility is closed for a portion of the party less than 50% of the allotted time, the party is considered to have taken place, with NO refund. If the facility is closed for a portion of the party 50% or greater, the host will receive a 50% refund authorization.

SPLASH! DAILY ADMISSION

In cases when SPLASH! closes early for inclement weather and/or maintenance issues, patrons who have been at the facility for less than one hour AND are NOT pass holders, will each receive a complimentary pass for ONE visit. NO REFUNDS WILL BE ISSUED FOR STAYS AT THE FACILITY ONE HOUR OR GREATER!

CANCELLATION & REFUND ACKNOWLEDGEMENT

I have read the terms and conditions as listed above in accordance with the Fort Rucker Aquatics Cancellation and Refund Policy. Furthermore I agree to abide by all terms as outlined above. Should I have any questions, I am to contact the Aquatics Director at 334-255-9162.

Participants Signature

Date