

PATRON REFUND REQUEST FORM

OFFICE USE
Membership Status

First: _____ MI: _____ Last: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Phone #: _____ E-mail: _____

Preferred Refund method (if eligible per policies):

☐ Original credit card ☐ A different credit card ☐ Credit on Logan Fitness account

Please read the following statement and check the box:

☐ *I have reviewed the Logan Fitness refund policies found on the back side of this form. I understand that, per these policies, my refund request may be denied, or it may be approved only via credit on my Logan Fitness account (Money on Account).*

Detailed explanation for requested refund:

(If this refund request is for medical reasons, a doctor's note must be provided and attached to this form)

STAFF USE ONLY

Patron Fusion ID NUMBER: M- _____

Original Purchase Date: _____

Fusion Order Number: O- _____

Item(s) Purchased: _____

Total Transaction Amount: _____

Refund Request: ☐ Full ☐ Partial Amount: _____

Notes: _____

Fitness Desk Worker: _____ Date: _____

OFFICE USE
Director Notes

OFFICE USE
Refund Notes

OFFICE USE
Scanned to
Director:

☐

OFFICE USE

Payment Method of Refund: ☐ Card – Freedom Pay device/Fusion
 ☐ Money on Account – Fusion
 ☐ Denied

Dir Sig: _____ Date: _____ Receipt Attach: Y / N Initials: _____

Refunded through Freedom Pay: Y/N Date: _____ Entered into Fusion: Y/N Date: _____

**Print out all receipts and attach to back side of this form **Office Staff - Print out Freedom Pay proof and attach to this packet*

CLASS
05-41500-45431-000

MEMBERSHIP
05-44500-45900-000

PARTY
05-44500-45905-000

OTHER
05-44500- -000

Logan Fitness Refund Policies & Procedures

Memberships

1. Membership refunds shall only be given for clerical errors. For example, if a Logan Fitness employee did not apply the correct membership discount. No other membership refunds shall be approved for any reason.
2. In the case of a medical issue or injury, the member may request to have their membership frozen and for a prorated amount to be re-applied to their account for later use. No payment shall be returned. A doctor's note must be provided.
3. Recurring monthly memberships may be canceled at any time for any reason after the first full month's charge.
 - 3.1. A recurring monthly membership must be canceled BEFORE the 1st of each month. If a member requests a refund for a recurring monthly membership after the charge has already been applied, no refund may be given.

Classes

4. Refunds of 100% will be made for non-credit fitness/aquatics classes if a refund request is received prior to the beginning of the third class session. After this time, no refunds shall be approved.
5. Refunds of 100% will be processed if a class is cancelled due to low enrollment or other reason.
6. Class refunds shall be approved for clerical errors. For example, if a Logan Fitness employee registered the member for the incorrect class. No other class refunds shall be approved for any reason.
7. Due to the nature of the group swim lesson classes having small enrollment caps for safety reasons and often quickly reaching capacity, no refunds shall be approved for group swim lesson classes for any reason. All purchases of group swim lesson classes are final.
8. In the case that a member requests to be transferred from one class to another (for personal preferences and not due to an employee error), a difference in cost resulting in a surplus for the member shall be applied to that member's account for use of future Logan Fitness purchases. No refunds shall be processed in this instance. If the class transfer requires additional payment, the member shall be required to pay the difference at the time of transfer.

Party Rentals

9. Once a party reservation is confirmed via email confirmation, any cancelation made prior to 48 hours before the start of the rental shall receive a 50% refund. Any cancelations made within 48 hours of the start of the rental time shall not be refundable.

General Refund Procedures

10. All Logan Fitness purchases that are not a class, membership, or party rental shall be 100% non-refundable. This includes items such as locker rentals, day passes, merchandise, apparel, private swim lessons, personal training packages, body scans, etc.
11. All refund requests shall be submitted online or via paper form at the facility.
12. Refunds that are approved may take up to 3 weeks for processing.
13. ALL refunds approved shall only be distributed via credit card. NO refunds shall be returned via cash or check (except same day cash refunds – see below).
 - 13.1. If a purchase was made on a credit card, the approved refund shall be applied back to that same credit card.
 - 13.2. If a purchase was made via cash or check, the member with approved refund must either provide a credit card for the refund to be applied or accept a credit on account for future Logan Fitness purchases.
14. If a member cannot be reached within 2 weeks to provide information necessary to process a refund, that refund shall be canceled and may not be re-approved.
15. Cash refunds may be given on same-day only.