

Cancellation and Transferring Policy

All trips must be paid in full at time of enrollment. To cancel your participation, you must contact (909) 537-BFIT. Failure to contact CSUSB Recreation & Wellness at least 72 hours in advance will result in a 100% loss of fees or a fee equal to the trip's value. 72 hours to 7 days will result in a 25% cancellation fee or a fee equal to 25% of the trip's value, minimum \$10. Cancellations more than 7 days will result in a full transfer of fees or a refund minus a \$10 processing fee. You will also be responsible for any non-refundable fees incurred due to your cancellation. Transferring trips/programs constitutes a cancellation and is subject to the aforementioned policy. Transfers must occur at the time of trip cancellation. Trip values can be found on our website. All refunds are by check and take 4-6 weeks to process.