
IFNH Refund Policy

- All refunds are to be submitted via the request form available online.
- Programs that have been cancelled by the unit will be eligible for a full refund with no administrative fee and patrons do not need to complete the refund request form. Cancellations by the unit will be communicated via email and refunds will be processed.
- All class memberships are non-refundable after 5 business days from start of class.
- All personal training sessions are non-refundable.
- If you must cancel or reschedule an appointment, please carefully read the following information:
 - Cancellation of assessments must be done 48 hours before the scheduled appointment to be eligible for rescheduling or a refund. A reschedule may also be provided following a medical provider's note. If you do not show up to your scheduled assessment you will not be issued a refund.
- Refunds will not be issued for requests received past the deadline(s) provided.
- Approved refunds are to be returned via the same method it was received. Payments made by credit card will be refunded to the original card used at the time of payment. Expired or Invalid credit cards at time of refund will need to be refunded via University issued check.

