

Procedure for cancellation of subscriptions Sports Centre UT

Normally it's **not possible** to get a refund when a subscription* is canceled before the expire date of the subscription. There are some exceptions:

- A. The customer becomes an employee of the UT and this gives him the right to get subscriptions for free
- B. The customer is on medical grounds not able to use the sports facilities (the customer needs to show a medical certificate)
- C. Request is submitted within the legal reconsideration period of 14 days after purchase.

When a request of a customer is approved, on the terms described above, we will handle the following settlement:

- A and B: By purchase of Half-yearcard: If cancelled, there will be a refund of the months which are not used.
- A and B: By purchase of Yearcard: If cancelled in first half year, the customer will get a full refund of the second half year. If cancelled in second half year there will be a refund of the months which are not used.
- C: Refund of the full amount

Requests for a (partly) refund of a subscription, need to be send to secc-sport@utwente.nl by letter.

Mention the following:

- First and last name
- S- / M- or card number
- Reason for cancelation (+if needed, medical certificate)

*A subscription in this context is a year- or half yearcard UnionCard, CampusCard, FitnessCard or association charge. (Monthcards are not included in this procedure).