

Doc#:STEPO2		Issue Date:4/17/18
Committee:Steering Council	<b>OLLI at UNLV Membership Fee Refund Policy</b>	Rev: Issue

OLLI at UNLV is a Membership Fee based lifelong learning institute for retired and semi-retired adults. As membership fees for the program are inclusive, any member requesting a refund acknowledges discontinuation of all membership benefits as they pertain to the OLLI at UNLV program in its entirety.

**1. Refunds:**

- a.** A full refund of membership fees will be provided
  - i.** Before the semester begins
  - ii.** Within the first two weeks of OLLI at UNLV classes, if a member determines our program is not what they are looking for in lifelong learning
  - iii.** If OLLI at UNLV cancels the course(s) the member was interested in taking
- b.** A partial refund of membership fees will be provided in accordance with the following timelines
  - i.** **Week 3-4-** 75%
  - ii.** **Week 5-6-** 50%
  - iii.** **After week 6-** No Refund

**2. Refund Process:**

- a.** To receive a refund members will need to provide a written request to the OLLI at UNLV Administrative Team. Written requests can be provided by using the following
  - i. Mail:**  
Attn: OLLI at UNLV  
  
851 E Tropicana Ave Bldg 500, Las Vegas, NV 89119
  - ii. Email:** [olliatunlv@unlv.edu](mailto:olliatunlv@unlv.edu)
- b.** The member requesting a refund will need to turn in their parking permit to the OLLI at UNLV Administrative Team before the refund will be processed by Client Division Services.
- c.** Refund will be provided to the original method of payment upon receiving all required documents.
  - i. Credit Cards:** Refunds issued to the original account within 7 to 10 business days. (If the original credit card charge is over 120 days old, a refund check will be issued and mailed to the payer using the address on file.)
  - ii. Check, Money Order, Cash:** Refunds will be issued via check. Students can expect refund checks to be mailed to the address on file within 4 to 6 weeks.