



Programs & Services Refunds During COVID-19

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General Information

We are working hard to get your money back in your pockets as quickly as possible. Please see below for details and relevant timelines.

Services paid for by credit card (Visa, MasterCard, American Express)

Will be refunded directly to the credit card account used for payment. Please note that it may take up to 3 business days for refunds to appear on your credit card statement after having been processed by us. If the credit card that you used to make your purchase has subsequently expired or been lost, please contact us ASAP at recreation@ryerson.ca to arrange an alternative mode of refund.

Services paid for by debit card, cash or cheque

A credit in the amount of the refund will be placed on your member account with us. This can be used against future purchases or registrations. In the case of debit purchases, they can also be refunded to your debit card on your next visit once we re-open. We can process refund cheques by special request, to be mailed to your residence. If you would like a refund by cheque, please contact us at recreation@ryerson.ca.

Refund Timelines by Program / Service

Memberships: Community, Affiliate & Morning

For any membership which was interrupted by our sudden closure in March, we are placing a credit on your account with us for the unused days remaining in your membership. These will be automatically added to your membership once we re-open. Should you prefer to be refunded the prorated balance of the unused portion of your membership, please contact us at recreation@ryerson.ca. Refund requests will be processed as below.

Monthly billing member? *Memberships on monthly billing will not be charged for April, or any subsequent months during which RAC and MAC remain closed.*

Student memberships are managed centrally via ancillary fees and are not reflected here.

Payment Type	Refund Type	Refund Date
Cash, Cheque, Debit	Credit on account	Processed in March
Cash, Cheque, Debit	Mailed Cheque*	4 - 6 weeks from date of request
Credit Card	Direct refund to your card	April 15

*To have your refund mailed to you by cheque, contact us at recreation@ryerson.ca.

Locker & Towel Services

Payment Type	Refund Type	Refund Date
Cash, Cheque, Debit	Credit on account	April 17
Cash, Cheque, Debit	Mailed Cheque*	4 - 6 weeks from date of request
Credit Card	Direct refund to your card	April 17

*To have your refund mailed to you by cheque, contact us at recreation@ryerson.ca.

Instructional Classes

Refunds will be processed based on the pro-rated value of classes remaining after our closure in March. Please see below for details and contact us at groupfit@ryerson.ca for any questions.

Payment Type	Refund Type	Refund Date
Cash, Cheque, Debit	Credit on account	March 30
Cash, Cheque, Debit	Mailed Cheque*	4 - 6 weeks from date of request
Credit Card	Direct refund to your card	March 30

*To have your refund mailed to you by cheque, contact us at recreation@ryerson.ca.

Intramural Sports Bonds

Intramural Sports bonds are being refunded as quickly as possible for those teams eligible for a return. Please see below for details, and contact intramurals@ryerson.ca with any questions.

Payment Type	Refund Type	Refund Date
Cash, Cheque, Debit	Credit on account	April 7
Cash, Cheque, Debit	Mailed Cheque*	4 - 6 weeks from date of request
Credit Card	Direct refund to your card	April 7

*To have your refund mailed to you by cheque, contact us at recreation@ryerson.ca.

Recreational Clubs

Some clubs will be offering a pro-rated refund of club fees to all members who were registered at the time of our closure. For more information, please contact your club supervisor.

Payment Type	Refund Type	Refund Date
Cash, Cheque, Debit	Credit on account	March 31
Cash, Cheque, Debit	Mailed Cheque*	4 - 6 weeks from date of request
Credit Card	Direct refund to your card	March 31

*To have your refund mailed to you by cheque, contact us at recreation@ryerson.ca.

Certification & Aquatics Courses

Refunds for cancelled classes and courses were processed by March 24, 2020. Please see below for details, and contact us at aquatics@ryerson.ca or getcertified@ryerson.ca for any questions.

Payment Type	Refund Type	Refund Date
Cash, Cheque, Debit	Credit on account	March 24
Cash, Cheque, Debit	Mailed Cheque*	4 - 6 weeks from date of request
Credit Card	Direct refund to your card	March 24

*To have your refund mailed to you by cheque, contact us at recreation@ryerson.ca.

Event Rentals

Refunds have been processed for all event rentals which were paid for but cancelled due to our closure. For any questions about your booking or refund, please contact bookings@ryerson.ca.

Payment Type	Refund Type	Refund Date
Cash, Cheque, Debit	Credit on account	March 30
Cash, Cheque, Debit	Mailed Cheque*	4 - 6 weeks from date of request
Credit Card	Direct refund to your card	March 30

*To have your refund mailed to you by cheque, contact us at recreation@ryerson.ca.