



S E N T A R A®

RMH Wellness Center

Program Payment, Cancellation, and Refund Policies

Thank you for registering for an SRMH Wellness Center program. Many programs have limited space, and other programs depend upon a certain enrollment number to ensure they will run. For these reasons, registration must be accompanied by full payment for all programs. We thank you in advance for your compliance with the policies listed below.

Program Registration & Payment

Non-Member Program Payment Policy

Registration is accepted as space is available. In order to hold your space, payment is due upon registration. We encourage payment by phone with your debit or credit card (Visa, MasterCard, or Discover) by calling the Wellness Center at 540-564-5683 or HealthSource at 564-7200. Payment may also be made at the Wellness Center front desk in the form of cash, debit or credit card or check, payable to the SRMH Wellness Center. Mailing your check is not recommended and may not guarantee that payment is received within the 48 hour window.

**If payment is not received 48 hours prior to the program start date, an additional \$5 late fee will be charged.*

SRMH Wellness Center Member Program Payment Policy

The Wellness Center will automatically charge a member's account unless we receive an alternate method of payment 48 hours prior to the start date of the program. Members may make a payment on their account by check, cash, debit card or credit card (Visa, MasterCard, and Discover) at the front desk on the first day of the program.

**If payment is not received 48 hours prior to the program start date, an additional \$5 late fee will be charged to the account.*

Late Enrollment/or Partial Enrollment

Late enrollment and partial enrollment at a pro-rated amount may be considered but will not be permitted for all programs.

Refunds and Credits

The Wellness Center does not provide make-up sessions, refunds, or credits to member accounts for programs missed as a result of scheduling conflicts, illness, or other personal circumstances. Makeup sessions, refunds, or credits are provided only for classes cancelled by the Wellness Center.

Registrant Cancellation Policies

To cancel, please call HealthSource at 540-564-7200 between the business hours of Mon-Fri 8:00am - 4:30pm.

- **5-Business Day Cancellation Policy**

Cancellation must be received by HealthSource at 564-7200 at least 5 business days prior to the program's start date in order to receive a full refund or credit to the member's account. (Example: cancellation of a Monday program must be received no later than the end of the business day the previous Tuesday to receive a full refund).

- **2-Business Day Cancellation Policy**

Cancellation must be received by HealthSource at 564-7200 at least 2 business days prior to the program's start date in order for your fee to be partially refunded. Half of the fee will be retained. (Example: cancellation of a Monday program must be received no later than the end of the business day the previous Thursday to receive a 50% refund).

- **1-Business Day / Same Day / Failure to Cancel Policy**

Cancellations received 1 business day, on the same day of the program, or failure to cancel will result in the Wellness Center retaining all program fees.

Cancellation of a Program

The Wellness Center reserves the right to cancel or combine any programs due to low attendance, weather conditions, or unforeseen emergencies. If the Wellness Center cancels a program, the registrant will receive a full refund or credit to member account.