

Member Opt-Out and Fee Refund Policy

Implemented	June 13, 2013
Last Revision	April 19, 2018
Review	April 2019

Statement of Purpose

This policy sets the guidelines and stipulations by which ordinary members of the ESS may be refunded membership fees. Any individuals who receive a refund on membership fees will no longer be considered ESS members and may be denied access to ESS member services and resources. Associate members are not governed by this policy and shall refer to the Associate Membership Policy for information regarding termination of membership.

Fee Refund Dates and Instructions

Members requesting a fee refund must adhere to the following:

- All members may request a full fee refund within the first 15 business days of each semester. Refunds may be provided later in the semester at the discretion of the ESS Executive Director.
- To request a refund, members must schedule a meeting with ESS staff to collect the refund in person at the ESS offices. Meeting requests must be made by contacting the general ESS Staff email account. Contact information can be found online at <http://www.embarksustainability.org/>
- No individual can collect a fee refund on behalf of a member. Should a member be unable to receive the refund in person due to medical, family, or any other unforeseen emergency, another individual may collect a fee refund on that member's behalf at the discretion of the ESS Executive Director.

Documentation Requirements

Any student seeking a refund will be required to present the following documents:

- Receipt of fee payment
- Proof of registration (including evidence of full or part time status)
- SFU Student Card

Fee Refund Amounts

Fee refund amounts shall be as follows (effective Fall 2017):

- Full-time Students (SFU Graduate & Undergraduate) : \$3.50 per semester
- Part-time Students (SFU Graduate & Undergraduate) : \$1.75 per semester

Fee refund amounts shall be as follows (up until Fall 2017):

- Full-time Students (SFU Graduate & Undergraduate) : \$2.00 per semester
- Part-time Students (SFU Graduate & Undergraduate) : \$1.00 per semester
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Fee Refund Procedure & Documentation

- a. Membership fees will be refunded to the requesting member in cash by ESS staff at the agreed upon meeting time at the ESS offices.
- b. Students opting out must sign a written acknowledgement of having rescinded their membership and having received a refund of their fees.
- c. ESS staff will maintain an electronic list of all refunds distributed within the past two years. This list shall include:
 1. Name of individual to which the refund was provided
 2. Student number
 3. The amount refunded
 4. The date and, if applicable, term of refund
 5. Rationale for refund (where possible)