

# UCSB Department of Recreation

## UCSB GauchoREC (Recreation & Exercise Classes) Frequently Asked Questions & Refund Policy

Q: Who can take Gaucho REC classes?

A: All classes are offered to the community, staff, faculty, as well as UCSB students. You must be at least 18 years of age to register or a current UCSB student.

Q: How do I know how many spots are left in the class?

A: When you select the class on the registration site, you can see how many spots are available.

Q: What paperwork do I need to take to class when I register through Recreation Online?

A: A signed waiver must be submitted when you register for class either online or in person at the class with the door monitor. Please bring your receipt from your online registration as proof of enrollment.

Q: When is the last day I can sign up for classes?

A: The last day you can sign up for classes is the third week of the Gaucho REC session. You will not be able to register after the third week of the class and you will not be permitted to attend the classes.

Q: Can I get units for the classes?

A: If the class has a star next to the name in our printed diREctory then it is possible to receive a .5 unit credit. However, this is only available to current UCSB students who sign up through the GOLD system to register for the class.

Q: Can I sign up a friend for Wine Tasting or SCUBA?

A: Both of these classes require in person registration so that we are able to check photo ID and have each participant complete paperwork that is required before registration can occur.

Q: Can I try out a class before I commit to the whole session?

A: Yes, you can "drop-in" the first week only to try out any of the offered classes excluding wine tasting, SCUBA and any workshops that may be offered. There is a drop-in fee of \$5.00 for Gaucho REC classes and \$6.00 for the Group Fitness classes. There will be a door monitor at the class to collect your fee and a signed waiver.

Q: What happens if I miss a class?

A: Once you have paid for a spot in the class it is your spot and cannot be sold to anyone else. We do not pro rate or refund any missed portion of the eight-week session. All of the classes are taught on a week-by-week progression. You may speak with your instructor to find out what you may have missed.

Q: How can I contact the instructor to discuss questions I have about the class?

A: You can e-mail your question to [rec-cashier@essr.ucsb.edu](mailto:rec-cashier@essr.ucsb.edu) and we will be happy to forward your question to the instructor. They will reply to you directly or ask that we reply for them.

Q: How can I get a refund for a Gaucho REC class or transfer to a different class?

A: There are no refunds. Please see our refund policy. Transfers to another class or section time may be made up until one week after the first class meeting. **Refund Policy:** There are no refunds except those granted at the discretion of the administrative supervisor. Refunds will only be granted should medical or other extenuating circumstances dictate. Medical issues require a doctor's note. Refunds for Gaucho REC classes will only be granted during the first two weeks of each quarter and will not be issued for schedule conflicts. Refunds, if given, take up to four weeks to process once they are sent to accounting.