

Alta Canyon Sports Center Refund Policy

All refunds are subject to administrative approval. Recipients will be issued a check from Sandy City and a cancellation fee will be applied to all refunds. All memberships, admissions, and punch cards are non-transferrable.

Annual and Summer Memberships

A full refund will be offered up to seven days after purchase. A 50% refund will be offered after seven days and up to 30 days from the date of purchase. No refunds will be issued after 30 days from the date of purchase.

Monthly Memberships and Daily Admissions

All refunds will be handled by the Center Manager or the Office Coordinator on a case by case basis.

Punch Cards

All punch cards are non-refundable.

Rentals

To receive a full refund, a request must be made at least 3 weeks in advance of the scheduled usage date. No refund will be given after this time. Date changes may be made until 1 week prior to scheduled usage based on availability.

Programs and Camps, Swimming, Tennis and Kindercamp Classes

All refunds will be handled by the Program Coordinator. A full refund may be issued if the request is made at least 2 weeks prior to the first day of activity. A 75% refund may be issued if the request is made on the first day of activity. A 60% refund may be issued if the request is made on the second day of activity. A 45% refund may be issued if the request is made on the third day of activity. On the fourth day of activity and thereafter, refunds or credits will not be issued.

No refunds will be offered on the deposit or registration fees. This is a non-refundable fee to hold the patron's place.

Resale Items

No refunds will be made on ProShop items.

Pool (rain check)

Patrons who have paid the daily fee within thirty minutes of the pool closing due to severe weather or maintenance issues are entitled to one guest pass per person. The pass will expire 14 days from date issued. Anytime lightning is visible near the pool or a storm warning has been issued for the pool area, the pool will be cleared and closed for a minimum of 30 minutes.