



CAMPUS RECREATION
COLORADO STATE UNIVERSITY

2017 - 2018 INTRAMURAL SPORTS POLICIES & PROCEDURES



CAMPUS RECREATION





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1 GENERAL INTRAMURAL SPORTS PROGRAM INFORMATION

1.1 Intramural Sports Program Mission

Campus Recreation's Intramural Sports Program seeks to engage the CSU campus community through opportunities to participate in any number of structured, inclusive, recreational sporting activities throughout the academic year, with an emphasis on, and philosophy of, responsible participation.

1.2 Contact Information

The IM Sports office is located on the main level of the CSU Student Rec Center, opposite from the Service Center.

Intramural Sports Desk	(970) 491-6671	campusrec_imsports@mail.colostate.edu
Assistant Director: Adam Walsh	(970) 491-7504	AJ.Walsh@colostate.edu
Coordinator: Matt McCarthy	(970) 491-4880	Matt.McCarthy@colostate.edu

Website for general information: <http://csurec.colostate.edu> → “Programs” → “Intramural Sports”
Website for current/upcoming event information: www.imleagues.com/colostate

1.3 Intramural Sports CSU Photo ID Policy: Have your CSU photo ID? You can play!

All participants must present their current, valid CSU ID card ([RamCards](#), [Rec Membership Cards](#), and other CSU-ISSUED PHOTO ID'S ONLY) to the IM staff prior to participating in every contest. Other forms of ID will not be accepted – this includes driver's licenses, class schedules, bank account statements, etc. The photo on the card must be easily discernible. ID's without easily viewable photos will not be accepted. This helps us ensure player eligibility at all events.

Anyone attempting to participate using another person's ID or information will be suspended from intramurals indefinitely, and will be reported to the Student Resolution Center – Student Conduct Services, for violation of sections III-A-2 and 3 of the [CSU Student Conduct Code](#).

****Team Captains can also be suspended for allowing someone to participate under an assumed name listed on their roster.**

1.4 Eligibility: Who can play CSU IM Sports?

1. **FULL-TIME CSU STUDENTS** (Who have a current [IM Membership](#) & are taking 6 or more on campus credits and have paid the rec activity fee as part of their semester tuition)
 2. **PART-TIME CSU STUDENTS** who have a current [IM Membership](#) & [Rec Membership](#) – both valid during the dates they play
 3. **FACULTY/STAFF** who have a current [IM Membership](#) & [Rec Membership](#) – both valid during the dates they play
 4. **SPOUSES** who have a current [IM Membership](#) & [Rec Membership](#) – both valid during the dates they play
 5. **CSU AFFILIATES** who have a current [IM Membership](#) & [Rec Membership](#) – both valid during the dates they play
- **SPORT CLUB ATHLETES** – For most events, a maximum of 2 current club athletes may appear on any IM roster in the same/like sport (“current” is defined as one who appears on the club team's roster during that academic year; practice only players who don't pay club dues or travel with the team will not



be considered club members. Check the individual sport's rules for club athlete eligibility and player maximum rules.

- **FORMER COLLEGE VARSITY** team members whose names do not appear on the current academic year's NCAA/NAIA varsity team roster in the same/like sport can participate in the same/like sport in either the [Recreational](#) or [Competitive](#) division. A maximum of one former varsity player can appear on a [Recreational](#) team's roster in the same/like sport. If there are not Recreational and Competitive divisions listed for a sport, there are no restrictions on the number of former varsity players allowed.
- **CURRENT COLLEGE VARSITY**, semi-professional (receiving monetary pay for playing), professional, and Olympic athletes: Any participant whose name currently appears on a team roster in the current academic year for any of these types of teams or organizations is ineligible to participate in the same/like sport. This includes "red" and "grey" shirts.

The IM Sports staff reserves the right to spot-check participants' eligibility at any time. All games found to have had ineligible players checked in will be forfeited by the offending team. **It is the captain's responsibility to ensure that all players are eligible before each contest.**

1.5 How to Sign Up

All registration for IM Sports events is done [online](#); which requires current [Campus Recreation](#) and [Intramural Memberships](#); participants can stop at the Student Rec Center for assistance with registration during the dates and times listed online. All event registration is first come, first serve.

- For team events, team captains must sign their teams up online and meet the roster minimum before the team sign-up deadline to successfully secure their spot in a particular event, league, or division. For each sport, the minimum number of teammates must join the roster online before the team captain will be able to leave the waitlist and select their league or division. Information on how to invite players to join online rosters can be found [HERE](#), information on passing the required player quiz can be found [HERE](#).
- For Individual events, participants must register online during the dates and times listed.

1.6 Free Agents

WHAT IF I DON'T HAVE A TEAM? If you don't have a team, or you just have a friend or two that would like to participate, you can sign up **online** as a "free agent." All free agents are required to have current Campus Recreation and Intramural Memberships to be able to register online. Participants are strongly encouraged to create a team on their own as there is no guarantee that free agents will get picked up. The goal of the online free agent system is:

1. For it to be a resource for team captains who have already entered teams to contact free agents directly using the information they've provided when those captains are looking to add players to their teams. Traditionally in intramural sports this does not happen frequently, however, as most students form and enter teams of their friends, classmates, roommates, neighbors, student organization acquaintances, coworkers, etc., and aren't usually looking for additional players. It does happen occasionally though, so registering as a free agent in the sports you're interested in can never hurt your chances of getting contacted by a team captain.
2. For free agents to use it as a means to contact each other before the team sign-up deadline for a given intramural sport, and form and enter a team comprised of all free agents.
3. In the event there are more than enough free agents needed to form/field a team, free agents in a sport may be contacted by the IM Sports Office to attempt to get an all-free agent team formed and signed



up. The free agent system does not functionally serve to have those that register to be placed on existing teams, because as mentioned above, most teams are formed by small groups of students that already know each other; their intent is to play with only that group of people (most intramural teams are formed by people talking to roommates, neighbors, classmates, friends of friends, people at the Rec Center, student organization acquaintances, co-workers, etc.). To sign up as a free agent, select the sport and league [online](#), then click the 'JOIN AS FREE AGENT' button in all the divisions you're interested in.

2 LEAGUES & DIVISIONS

2.1 Competitive versus Recreational Leagues

Some events have separate leagues available based on levels of player skill and competitiveness.

Competitive – A fairly high level of skill. This is appropriate for teams where the majority of players have played that sport in an organized setting (high school, city leagues, etc.).

Recreational – Generally less competitiveness and skill involved. A generally more relaxed environment, with more of a “just for the fun of it” type of attitude.

A player cannot participate in both the Competitive and Recreational leagues of any one event (e.g. cannot play on a men's competitive soccer and a men's recreational soccer team).

2.2 Single-Gender versus Open & Coed Leagues

All events are classified as Open, Coed, Women's, or Men's. Individuals shall be permitted to participate in Intramural Sports events in accordance with that person's asserted gender identity.

OPEN = Any combination of women and/or men can make up a team's roster and line-up.

COED = A certain number of women and men are required for a team's on-court/on-field line-up. See specific sport rules for more information.

WOMEN'S = For women only. (Clarification: In some sports, men will have a competitive advantage over women. Although many women can outperform men in any given sport, the higher the level of competition, the less true this becomes. Therefore, to ensure fair access to competitive and recreational sport opportunities for women, certain competition categories must be reserved for women.)

MEN'S = For men (and for women who do not want to/cannot play in the women's division).

For any one sport, a player is allowed to participate on only 1 open team, men's team, OR 1 women's team AND 1 coed team. (E.g. it is permissible to play on a women's league basketball team and a coed league basketball team in the same season.) After checking-in for a team, that player may not play for another team in that league. Once a player checks in on a second team illegally, they are ineligible for all further



competition in that sport for the remainder of the league or tournament, and all games played in after the violation are forfeited.

3 TEAM ROSTERS

3.1 Online Team Rosters

All team members must join their team's roster [online](#) in order to be considered legal players, this allows the IM Sports Office to perform regular eligibility checks. Information on how to join rosters can be found [HERE](#). **Players must join the online roster by 5:00 p.m. 2 business days after checking in to any game, regardless if the game is played, or that game will be changed to a DEFAULT**

Roster Minimum—There are roster minimums for team events and

- Teams will not successfully join a league or event until the roster minimum is met. Teams who don't meet the roster minimum by the registration deadline won't be included in the event.
- Once created, teams will remain on the [waitlist](#) for that particular event until the team reaches the roster minimum
- When the roster minimum is met, team captains will be able to login to imleagues.com/colostate and select their desired division. League spots will be awarded on a first come, first serve basis to teams who meet the online roster minimum.

Rosters are locked (and no players may be added) -

- Leagues – After the conclusion of the last regular season contest.
- Tournaments – Players must appear on the roster by the roster deadline. This is usually the business day BEFORE the tournament begins. Please email or call the [IM Sports office](#) for clarification.

No names may be added to the roster after they are locked, *except in case of injury*. If there is an injury necessitating the addition of a new player, a note of explanation from a physician must be presented to the IM Sports staff before the replacement will be allowed. Any player replacing another player cannot have played on another team in that league.

3.2 Dropping and Adding Players

DROPPING PLAYERS – Team captains must contact the [IM Sports office](#) during business hours or via [email](#) to request a player be dropped from the team roster.

ADDING PLAYERS – Players may join team rosters during the times when rosters are open by either an [online request](#) to a team captain – which the captain must accept online, or by the captain [inviting players online](#) – which the player(s) must then accept and complete the roster-joining process online.

ADDING PLAYERS ON SITE – Players are permitted to join a league roster on site (given they have a current [Intramural Membership](#) & [Rec Membership](#), or the ability to obtain them), however they must appear on that team's online roster by 5:00 p.m. 2 business days after checking in for that team, regardless if the game is played, or the result will be changed to a DEFAULT.

SWITCHING TEAMS – Once a player checks in for a contest for a team, they may not appear on another team's roster/score sheet (in that league) for the remainder of that event.



4 SPORTSMANSHIP & PARTICIPANT CONDUCT

4.1 Campus Recreation's Commitment to Diversity & Inclusivity

Colorado State University's Non-Discrimination Policy:

Colorado State University does not discriminate on the basis of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, or gender identity or expression.

Campus Recreation's Commitment to Diversity:

Campus Recreation is dedicated to providing inclusive services, programs, and facilities to all persons, and welcomes participants and visitors reflective of all characteristics including age, culture, different ideas and perspectives, disability, ethnicity, familial status, gender identity and expression, geographical background, marital status, national origin, race, religious and spiritual beliefs, sex, sexual orientation, socioeconomic status, and veteran status.

- Bigotry or disparagement of others has no place within Campus Recreation facilities, programs, or services.
- Verbal or written abuse, threats, intimidation, violence, or other forms of harassment towards participants or staff will not be tolerated.
- All participants and staff are expected to respect the rights of others and to be civil, effective citizens of the CSU community.
- Campus Recreation patrons may participate in programs and utilize facilities based on their asserted gender identity.

4.2 Sportsmanship & Conduct Expectations

Good sportsmanship is vital to maintaining the appropriate recreational atmosphere of intramural sports. All intramural participants and spectators are expected to conduct themselves in a civil and sporting manner at all times – before, during, and after contests. Behavior that promotes intolerance or prejudice, degrades any racial, ethnic, gender or religious group, infers an explicit sexual reference, or promotes destructive behavior is considered disrespectful to the University and its members, and will be addressed and dealt with accordingly. **This includes intramural team names.**

Participants are expected to know and adhere to the following policies:

- Aggressive or threatening physical contact toward intramural staff will result in an indefinite suspension from intramural sports.
- Verbal abuse directed toward intramural staff can lead to an indefinite suspension from intramural sports.
- **Unsportsmanlike fouls/penalties-** Most Intramural events have fouls, penalties, or cards issued for unsportsmanlike behavior which are tracked and recorded within individual games and throughout sport seasons. The following policies will be enforced in regard to unsportsmanlike fouls/penalties/cards:
 - Two such fouls on an individual player in any contest will result in an automatic ejection, if the first foul is deemed flagrant in nature or exceedingly unsporting it will also result in an ejection (i.e. red card)
 - Three such fouls on an individual player over the course of a season will result in an automatic suspension for the remainder of that sport season, across all leagues.
 - Reinstatement following an ejection or suspension requires a meeting, [requested through email by the participant](#), with the Assistant Director of Intramurals to discuss conduct expectations moving forward. See more ejection and suspension information below.



- Intramural sports event areas are alcohol, drugs, and tobacco-free. Captains are expected to notify all players and spectators that alcohol and drugs are strictly prohibited at IM Sports events, and that no one is allowed to participate while under the influence of alcohol or drugs. The intramural staff reserves the right to remove participants and spectators from remaining at intramural events who appear to be under the influence of alcohol or drugs.

Intramural team names must adhere to the following policies:

- They are in good taste.
- They do not contain any profanity.
- If a 'play-on-words' is used:
 - It is not offensive to any religion, gender, ethnic background, sexual orientation, or any other student group on campus.
 - That switching of letters does not spell an offensive or profane word.
 - The play on words has some relevance to the sport.
- When a complaint is received regarding a team name, it shall be reviewed by the Coordinator or Assistant Director - Intramurals, who will hold equal discretion on the decision to change a team name.

In an effort to prevent situations or behavior from reaching an unacceptable or inappropriate level, the Intramural staff reserves the right to temporarily or permanently remove a player(s) from a contest, league, or tournament at any time.

4.3 Ejections & Suspensions

Intramural officials and staff reserve the right to eject any individual, team, or spectator who involves themselves in a physical altercation, or who consistently exhibits unsporting behavior or other actions not appropriate for the campus recreational environment.

- Any ejected player or spectator must leave the facility/area immediately, and will usually be suspended a minimum of one week from all IM Sports participation.
- A player ejected from a playoff contest will usually be suspended for the remainder of that sport's playoffs - from both divisions (if playing in coed and single-gender divisions in that sport-league).
- A player ejected from a tournament contest will be suspended for the remainder of that tournament.
- Any ejected player will remain suspended from IM Sports and possibly from access to the Student Recreation Center until they successfully meet with the Assistant Director. It is the responsibility of the ejected player to schedule this meeting in advance by [emailing the Assistant Director](#).

4.4 Sportsmanship Ratings

Captains are responsible for their team's sportsmanship, and teams are responsible for their spectators' conduct. Following each contest, officials and managers rate each team's (or players', for individual events) sportsmanship. Below is the guide for sportsmanship ratings and points; this is just a guide, IM officials and managers will assign sportsmanship ratings based on their collective judgement concerning what a team earned.

3: ABOVE AVERAGE sportsmanship. High level of sportsmanship, respect and civility consistently shown to opponents, teammates, staff, spectators, facilities, and equipment before, during, and after the contest. Captain displays good control over his/her team and conducts him/herself in an honest, calm, and respectful manner when dealing with intramural staff.

2: AVERAGE sportsmanship. Either 1) No incidents of poor sportsmanship, or 2) Only one minor unsporting incident or infraction, and above average sportsmanship is displayed the rest of the time.



1: BELOW AVERAGE sportsmanship. Examples include frequent swearing; disrespect toward opponents, staff, spectators, or equipment; multiple unsporting fouls/penalties assessed; consistent arguing of officials' calls; one player ejection.

0: UNACCEPTABLE sportsmanship. Examples include: multiple players/spectators ejected; fighting; abusive language toward officials, staff, or opponents; verbally or physical threatening of anyone; any behavior resulting in the contest being called to a stop by intramural staff.

4.5 Sportsmanship Rating Appeals

Captains are responsible for monitoring their team's sportsmanship ratings and average after each contest (usually updated [online](#) the following business day). If a captain feels a rating did not follow the requirements outlined in the team sportsmanship rating table above, they may appeal the rating by filing an emailed request to appeal and discuss the rating with the [Assistant Director](#) within 24 hours of the contest. If necessary, a meeting will be scheduled between the captain and the Assistant Director where the rating and surrounding circumstances are discussed. The appeal will then be reviewed by the Assistant Director, who will then make the final determination if any change to the rating needs to be made.

Requests to investigate or fix errors after the playoff schedules have been published will not be considered.

4.6 Sportsmanship & Playoff/Tournament Eligibility

Failure to finish league play with at least an average of 2.0 will disqualify teams from [playoff eligibility](#). If a team receives a sportsmanship rating of 0, the captain(s) must meet with the Assistant Director in order to remain in the league no less than one full day prior to their next scheduled contest. Team captains are responsible for monitoring their team's sportsmanship ratings and average [online](#).

In tournament events, a team's failure to maintain a minimum 2.0 sportsmanship rating average will result in removal from the event without refund. ***Teams receiving less than a 2.0 sportsmanship rating in any tournament or playoff game will not advance regardless of the result of the contest.***

5 TEAM CAPTAINS' EXPECTATIONS & RESPONSIBILITIES

5.1 General Responsibilities

Team captains are responsible for:

1. Informing their teams of the IM Sports Policies & Procedures, specific event rules, dates, times, and locations of contests.
2. Fielding an eligible team for every contest. It is the captains' responsibility to ensure all players are eligible to participate and that they join the team roster online.

a. It is the team captains' responsibility to make sure their roster meets the minimum requirement during registration.



b. It is the team captains' responsibility to select their division as necessary for respective sports (which completes the registration process) once their team roster has met the minimum requirement during the registration period.

3. Ensuring all players check in with their CSU photo ID cards before participating in every contest.
4. Seeking out information about schedules, schedule updates, postponement and weather-related issues, and then passing that information along to teammates.
5. Provide truthful information to Campus Recreation staff.
6. Verify that contest results and sportsmanship ratings are accurate online prior to the publishing of playoff schedules.
7. Verifying game results are correct following each tournament/playoff contest immediately following the conclusion of the game.

5.2 Mandatory Captains' & Player Quizzes

All Intramural Sport events require mandatory, brief, important informational quizzes for captains and players that cover rules, policies, schedules, and other event-specific details. Every Intramural participant must get 100% on their assigned quiz in order to successfully join a team roster, they are afforded unlimited attempts. Any participant, captain, or player, who doesn't pass the quiz prior to a scheduled playoff game will be ineligible to compete in that particular game. Participants are able to take and pass the quiz prior to their teams next playoff game should they advance.

Mandatory captains' & player quiz details are provided to participants during the registration process. It is the captains' or players' responsibility to make sure their quiz is marked as passed online and to contact the [IM Sports Office](#) with quiz or online account issues well before their scheduled games.

6 FORFEITS & DEFAULTS

6.1 Forfeits

Game time listed on the schedule is forfeit time, and teams must be checked in and ready to play at their scheduled game time. If, at game time, one team doesn't have the minimum number of players needed to start the game checked in and ready to play, the captain of the team that is ready to play has the following options:

1. Take the win by forfeit, OR
2. Allow 5 extra minutes for the opposing team to field a minimum required line-up and then start the game. NOTE: If this option is chosen, the result of the played contest will stand.

If a team fails to field the number of players necessary to meet the minimum line-up requirements for that sport (including not showing up for a contest), they will lose by forfeit.

- In order to win by forfeit, a team must have the minimum lineup checked in, and all coed line-up restrictions still apply for coed leagues.
- If, at any time, a team falls below the minimum required to play due to an **ejection** that game will be forfeited. If a team falls below the minimum requirement for any other reason, at the discretion of the



intramural staff, the game may continue if the shorthanded team still has an opportunity to win; the same will be true for players serving penalty time in certain sports.

- Teams that lose by forfeit will receive a sportsmanship rating of 1, unless a lower rating is earned.
- Teams that win by forfeit will receive a sportsmanship rating of 3, unless a lower rating is earned.
- A loss by forfeit will count worse than a regular loss toward a team's record.
- During league play, two forfeits will likely result in the team's removal from the league.
- During tournament play, one forfeit will result in the team's removal from the event.

6.2 Defaults

Teams may avoid a forfeit during the regular season by informing the [IM Office Staff](#) no later than by 12:00pm the day of that scheduled game that they will be unable to field a team for the game. To default a game that is scheduled for Saturday or Sunday, the default notification must be received by the Friday prior, 12:00pm. A default counts worse than a loss, but not as bad as a forfeit, and the defaulting team will receive a 2 sportsmanship rating. Forfeited and defaulted games will not be rescheduled.

7 SCHEDULES, CANCELLATIONS, & INCLEMENT WEATHER

7.1 Online Schedules

Schedules - All schedules will be made available [online](#) within a week after the event sign-up deadline. Due to time and facility constraints, games will not be rescheduled once schedules are published.

7.2 Postponements & Cancellations

In some cases, weather/lightning or other circumstances may force the temporary postponement or outright cancellation of games. These games will be rescheduled as best as possible within facility and time constraints whenever possible. If games are cancelled and not able to be made up, both teams/opponents will receive a win and corresponding sportsmanship ratings of 3.

- If a game is postponed due to weather or any other circumstance (field issues, lights, etc) just prior or during the contest, players are expected to check with the IM Manager on site before leaving to confirm whether that game will be resumed after delay. Teams who leave without consent from the IM Manger will be assessed a forfeit should that game be resumed.

7.3 Weather/Game Updates

In cases of potential inclement weather conditions, all participants are encouraged to count on games being played unless otherwise notified by email by the Intramural Sports Office staff. Participants should call the IM Sports Information Line at (970) 491-6671 no more than 1 hour prior to game time for an updated status on games. *****Please see participant protocol for postponement during games above*****



8 PLAYOFFS

8.1 Playoff Qualification

See individual league rules for playoff qualification criteria. To determine playoff qualification, the following criteria and tie-breakers will be used, in order:

1. Win/loss record (Note: Any contest that is forfeited by a team will count worse than a default, and any contest that is defaulted counts worse than a loss toward the losing team's record.)
2. Head-to-head record
3. Sportsmanship rating average (**MINIMUM 2.0 REQUIRED**)
4. Points allowed
5. Point differential

To determine playoff seeding, the following criteria and tie-breakers will be used, in order:

1. Win/loss record (Note: Any contest that is forfeited by a team will count worse than a default, and any contest that is defaulted counts worse than a loss toward the losing team's record.)
2. Sportsmanship rating average (**MINIMUM 2.0 REQUIRED**)
3. Points allowed
4. Point differential

Any team that forfeits two contests in a league sport will be removed from playoff eligibility.

8.2 Playoff Scheduling

Due to the nature of playoff scheduling, where multiple teams from different nights and times are being seeded into large playoff brackets, teams will play playoff games on nights and at times that are different than the regular season. Team captains will be given the opportunity to submit date/time conflicts prior to the playoff schedule being released; the IM Sports Office will do its best to honor requests, however no guarantees can be made.

Once playoff schedules are posted online, no scheduling changes will be made; no new requests will be considered.

9 PROTESTS

9.1 Rule Interpretation or Misapplication

Protests involving judgment will not be considered. All judgment calls and decisions by Intramural Sports officials and managers will stand. Protests involving a misinterpretation or misapplication of a rule must be lodged by the team captain at the time of the incident. The captain must request the game be stopped to obtain a ruling from the IM manager. Failure to obtain an immediate ruling before the next 'live ball' action from the IM manager will void any future right to protest the incident. Should the captain still feel the ruling is incorrect, he/she must IMMEDIATELY:

1. Inform the IM manager they are continuing the game under protest, AND



2. Fill out and submit a Protest Form (available from the IM manager) and submit it to the IM manager or the IM Sports Office staff the following business day.
The protest will be reviewed and ruled upon by the intramural staff the following business day. Any rule protest received after that time will not be considered.

9.2 Player Eligibility

Protests involving the eligibility of a player in a contest must be lodged by the captain with the IM manager before half of the contest has been played. [Before the end of the first half; before the end of the first set in volleyball; before the end of the third inning in softball; before the end of the third game in dodgeball.] If the player in question checks in during the second half of the contest, the protest must be made before the end of the contest. [Before the end of the second half; before the end of the final set in volleyball; before the end of the seventh inning in softball; before the end of the sixth game in dodgeball.] The captain must, by that time:

1. Inform the IM manager they are continuing the game under protest, AND
2. Fill out and submit a Protest Form (available from the IM manager) and submit it to the IM manager or the IM Sports Office staff the following business day.

The protest will be reviewed and ruled upon by the intramural staff the following business day. Any player protest received after that time will not be considered.

10 REFUNDS

10.1 Refund Policy

IM Memberships are nonrefundable--refunds will not be issued unless a participant is separating from the university or has a documented medical excuse. If a participant has checked-in for any contest no refund will be issued.

How to Request a Refund

1. The participant who is requesting a refund (whose name appears on the receipt) must complete and submit a [Refund Request Form in person](#) at the [Member Services Desk](#) in the Student Recreation Center before the last day of the semester in which the membership was purchased.
2. The refund will be submitted to the Assistant Director, Intramurals for approval and may take up to two weeks to process.
3. If the refund request is denied, an explanation as to why it was denied will be provided.
4. All refunds are subject to a \$5.00 processing fee.