ACTIVITIES REGISTRATION, POLICIES AND PROCEDURES

How to Register

Online
Sunnyvale.ca.gov, search “Registration”
Note: Not available for some classes

Phone
408-730-7350

Walk In
Recreation Center (see inside front cover for hours)
550 E. Remington Drive, Sunnyvale

- Age level listed in course descriptions – participant must be that age by class start date.
- Registration is accepted (space permitting) until the second class meeting unless otherwise listed.
- For tennis registration, visit lifetimeactivities.com
- For golf, visit sunnyvalegolfcourses.com

Waiting Lists
- A waiting list is established if a program is full. Mail-in registrations that are received after program is full are automatically placed on the waiting list.
- If a space becomes available, staff will notify parent/guardian by telephone.
- Payment is not charged until an opening becomes available. (Checks sent with mail-in registrations will be returned if space does not become available.)
- If you are paying for multiple classes with one check, you will receive a refund check from the City within approximately 4 – 6 weeks for a camp/skill classes when no space is available.

Cancellation Policy
- Programs may be canceled when the minimum enrollment is not met. Please register early.
- If a program is canceled, participants are notified by phone and given the option to transfer to another class or receive a full refund. Please note refunds, paid by credit card may take one to two weeks to process.
- See refund/transfer policy for additional information.

Refund/Transfer Policy
Class refund and transfer requests must be received prior to the second class meeting for most classes.

- A $10 processing fee per transaction applies for all refunds. A $5 processing fee per transaction applies for all transfers.
- Refunds and transfers will not be issued for one- and two-day camps or classes.
- Anyone who does not meet the minimum requirements of the Lifeguard Training skills test given the first day of class will receive a full refund.

How Do I Request a Refund/Transfer?
- Refunds/Transfers may be requested by phone (408-730-7350) or in person at the Community Center, Recreation Center front desk. If submitting in person, be prepared to present a receipt. If submitting by phone; be prepared to share info from your receipt. Receipts can be printed online.
- Refunds will be issued in the form of a check or credit card, depending on the original method of payment. Cash payments will be refunded by check.

COVID-19 Mandatory Health Directive – Revised In-person Youth Activity/Program Limit
Updated: Dec. 14, 2020

I understand that Santa Clara County’s COVID-19 Public Health Orders prohibit me from enrolling my child in more than one extracurricular after-school, child care or activity outside of school/distance learning pod during the same period. I certify that I understand the requirements of these orders and, for the duration of the City activity in which I am enrolling my child, will comply with those orders and not allow my child to attend more than one school or distance learning pod program and one other extracurricular child/youth activity, after-school program or child care program during the period of the activity for which I am enrolling.

Missed or Make-Up Classes
If a camp/class meeting is cancelled by the City, staff will make every effort to notify you as soon as possible by phone or email. If a make-up class cannot be scheduled, staff will issue a pro-rated refund or credit. Please make sure your contact information is current so we can reach you. The City does not offer make-up classes or issue credits when individual customers miss a class for illness or other personal reasons.

Non-Participants
The City of Sunnyvale does not allow unregistered individuals in the program space, except when family and friends are invited to attend youth performances or demonstrations.

Emergency Card Requirement
To participate in any City of Sunnyvale camp, all campers are required to have an online emergency card on file. The City of Sunnyvale has partnered with ePACT Network, to offer an easy to-use safe and secure system for families.

How Do I Fill Out an Emergency Card Online?
After registration, the parent/guardian will receive an email from ePACT Network (member.support@epactnetwork.com) to fill out the emergency card online. This must be completed by the first day of the program.

Youth Fee Waiver Assistance & Subsidized Fees Program

Fee Waiver Program: Sunnyvale residents may apply to cover registration fees for youth (age 17 and under) with up to $234 in scholarship funds per approved child, per annual funding cycle. Subsidized Program: If preapproved, families can pay a subsidized rate (normally at a 70% discount) on select youth programs such as swim lessons, select camps or classes. Fee Waiver funds and subsidized pricing availability are limited and subject to the availability of funds. Any funds not used are forfeited and cannot be carried over to the next funding cycle, nor used for another child.

How to Apply
Applications are available at the Sunnyvale Community Center, Columbia Neighborhood Center at Sunnyvale.ca.gov. Allow two to four weeks to process your application.

Other Sunnyvale Recreation Policies
Online/Virtual Class Policy
Participant Wellness and Illness Policy
Release, Waiver and Hold Harmless Agreement