

# 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.
- **Camp** and **class** registration is accepted (space permitting) until the second class meeting unless otherwise listed.
- **Super Safari Preschool:** Children must be toilet trained and have the most current vaccination by the first day of class.
- For tennis registration, see [lifetimeactivities.com](https://www.lifetimeactivities.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 four to six weeks for a camp/swim lesson when no space is available.

## COVID-19 Medical Illness Policy:

During a session, if the participant is identified as a close contact or receives a positive test notification and is unable to attend class/camp due to isolation/quarantine instructions, the participant may request a prorated refund. Please note refund request requirements below:

- **Camp/Classes:** provide a signed doctors note (and if applicable the positive test result/close contact letter notification) either during the session or no later than 1 week of the class/camp end date for a prorated refund.

## 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 week to process, while cash/check payments may take up to six to eight weeks to process.
- **Camp:** Notice must be received 10 business days from the start of the program to be eligible for a refund. See refund/transfer policy for additional information.
- **Classes:** Notice must be received before the second-class meeting.
- **Super Safari Preschool:** Submit a written notice of intent to withdraw, including the last day your child will attend **and** submit a refund request form with the original receipt at least two (2) weeks before your child's last day.
- **Swim Lessons:** Notice must be received two business days from the start of the class session to be eligible for a refund.
- **SYBL Basketball:** See program description for policy.
- See refund/transfer policy for additional information.

## Refund/Transfer Policy

- **Camp** refund requests received less than 10 business days prior to first day of the program receive a credit on customer's Sunnyvale account that must be used within 6 months. If credits are not used within the 6-month time period, they are removed from the customer's account. Note: refunds are not issued for unused credits.
- **Class** refund and transfer requests must be received prior to the second class meeting for most classes.
- **Swim Lesson** class refund and transfer requests must be received two business days before the first day of the class session.
- 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
- **Super Safari Preschool:** Tuition refund requests must be received within required minimum notice (see cancellation policy above), we will pro-rate and refund any days remaining in the month you are unable to attend. If written notifications is not submitted before the two (2) week period, your refund will be forfeited.
- **SYBL Basketball:** See program description for policy.
- 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.

## City of Sunnyvale Tax ID

94-6000438

## Sunnyvale Recreation Mask Policy

See Introduction pages of the Fall Activities Guide for most recent policies.

## Health Screening/Temperature Check Policy

For in-person classes, camps and activities, staff and participants are required to answer health screening questions and conduct a temperature check upon arrival. If staff/participants answer "yes" to any of the questions, STAY HOME, seek medical care/testing. and notify staff at [recreation@sunnyvale.ca.gov](mailto:recreation@sunnyvale.ca.gov) or 408-730-7350.

## Participant Health Screening Questions

## 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

### *For Camp or Super Safari Preschool Participants*

To participate in any City of Sunnyvale camp or Super Safari Preschool, all children 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](mailto:member.support@epactnetwork.com)) to fill out the emergency card online. This must be completed by the first day of the program.

## Fee Waiver Assistance & Subsidized Program for Youth



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 rate is at normally 70% off and includes all youth swim lessons, select camps, and other activities. 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.

**Subsidized Program:** If preapproved, families can pay a subsidized rate on select programs.

## How to Apply

Applications are available at the Sunnyvale Community Center, Columbia Neighborhood Center or online at [Sunnyvale.ca.gov](http://Sunnyvale.ca.gov). Please allow two to four weeks to process your application.

## Other Sunnyvale Recreation Policies

[Release, Waiver, Hold Harmless Agreement + COVID-19 Informed Consent !\[\]\(aceb1790ece33f2eac474d4a9431c6d6\_img.jpg\)](#)

[Participant Wellness and Illness Policy !\[\]\(b9742ff0bb3da904abeeee81c2bcb456\_img.jpg\)](#)

[Online/Virtual Class Policy !\[\]\(26cddea01ddf7f002af4ba779c4999ee\_img.jpg\)](#)

[Recreation Code of Conduct and Enforcement Policy !\[\]\(b78e2d0769ad682766c36e077fde3d60\_img.jpg\)](#)