

# Activities Registration Policies and Procedures

City of Sunnyvale Tax ID

94-6000438

## How to Register

### Online

Sunnyvale.ca.gov, search "Registration"

Note: Not available for some classes

### Phone

408-730-7350

### Walk In

Recreation Center  
550 E. Remington Drive, Sunnyvale  
M-F, 8:30 a.m. – 5 p.m.

- **Age level listed in course descriptions** – participant must be that age by class start date.
- **Class, event and camp registration** is accepted (space permitting) until the second class meeting unless otherwise listed.
- **Super Safari Preschool:** Children must be 3 years old by Sept. 1, 2024, be potty independent and have the most current vaccinations by the first day of class.
- **For golf and tennis policies and registration**, see activity guide.

## 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 and email.
- 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 6-8 weeks for a camp/classes when no space is available.

## Cancellation/Refund/Transfer 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, while cash/check payments may take up to six to eight weeks to process.
- **Classes:** Notice must be received two business days prior to the start of the class session to be eligible for a refund.
- **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.
- **One- and two-day classes, events or camps:** Refunds and transfers are not available
- **Super Safari Preschool:** See Super Safari Preschool web page for policy at Sunnyvale.ca.gov search "preschool program."
- **SYBL Basketball:** See program description in Fall Activities for policy.
- See **Medical Illness Policy** and **Credit Policy** for exceptions.
- 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.
- A \$15 processing fee per transaction applies for all refunds. A \$5 processing fee per transaction applies for all transfers.

## Refund/Transfer Request Deadlines

Please cancel as soon as you know you will not be attending an activity. Participants requesting a cancellation refund or transfer must be submitted before 5 p.m. (prior to the close of the business day).

2024 Swim Lessons		2024 Camps	
Start Date	Deadline	Start Date	Deadline
June 15	June 13	June 10	May 28
June 17	June 13	June 17	June 3
June 18	June 14	June 24	June 10
July 1	June 27	July 1	June 17
July 2	June 28	July 8	June 24
July 13	July 11	July 15	July 1
July 15	July 11	July 22	July 8
July 16	July 12	July 29	July 15
July 29	July 25	Aug. 5	July 22
July 30	July 26		
Aug. 10	Aug. 8		
Aug. 12	Aug. 8		
Aug. 13	Aug. 9		
Aug. 26	Aug. 22		
Aug. 27	Aug. 23		

## Credit Policy

- **Class** cancellation/refund requests received after the deadline and before the second class meeting may request a credit on the customer's Sunnyvale account.
- **Camp** refund requests received less than 10 business days and prior to first day of the program receive a credit on customer's Sunnyvale account.
- A \$15 processing fee per transaction applies for all credits.
- Credits **MUST** be used within 6 months from date of transaction. 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.

## What is not eligible to request a credit?

- Super Safari Preschool
- SYBL Basketball
- One-day and two-day events, classes or camps

## 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.

## Medical Illness Policy

During a session, if the participant has any COVID-19 symptoms or receives a positive test notification for COVID-19 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 or, if applicable, the positive test result (letter or photo) either during the session or no later than one week of the class/camp end date for a prorated refund. Test result or photo must include "proof of life" showing the date and time of when the test was taken.

## Sunnyvale Recreation COVID-19 Protocol Policy

Classes, camps, activities and events are designed to follow all applicable safety protocols in State and Santa Clara County health orders (whichever is stricter). All participants must comply with health protocols required by City in effect at the time of participant's program and MUST read, understand and agree to the COVID-19 Informed Consent.

## Missed or Make-Up Classes

If a camp/class meeting is canceled 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.

## Check-In and Check-Out

Review the start and end times for the camp your child is registered for. We ask that campers arrive and are picked up as close to those times as possible. If you need to pick up your camper early, notify the staff at sign-in. Be sure to bring a photo I.D. as staff will only sign out participants to persons listed on the ePACT as a parent/guardian or emergency contact.

## Independent Dismissal Policy

If your child is 12-17, you may select the independent dismissal option when completing your child's ePACT. Participants who have a 'yes' marked on their form may sign themselves out and will only be released by staff at the end of the program.

## Late Pick-up Policy

Participants picked up after closing time will be charged a late fee. The first time a parent/guardian is late they will receive a verbal warning. The second time a parent/guardian is 15 or more minutes late, a \$15 charge will be assessed for every 15 minutes late (or fraction thereof). Failure to pay the fine or habitual tardiness may result in the participant's dismissal from the program.

## 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 before the first day of the program.

## Youth Recreation Scholarships

Sunnyvale residents may apply to cover registration fees for youth (ages 17 and under) with up to \$500 per approved child, per annual funding cycle. Recreation Scholarship fund availability is 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 or online at [Sunnyvale.ca.gov/Activities](https://Sunnyvale.ca.gov/Activities). Please allow two to four weeks to process your application.

## Other Sunnyvale Recreation Policies

IMPORTANT: By signing up online, over the phone or in-person for classes, camps or activities offered by the City of Sunnyvale, you agree to each of the following policies (click each policy title to read more):

- [Release, Waiver, Hold Harmless Agreement + COVID-19 Informed Consent](#)
- [Online/Virtual Class Policy](#)
- [Recreation Code of Conduct and Enforcement Policy](#)
- [Safety – Concussion Management](#)