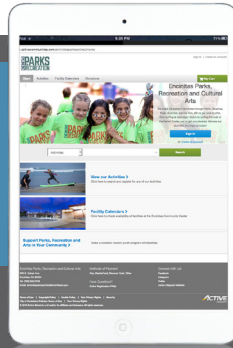


PROGRAM POLICIES AND INFORMATION



ONLINE:

1. Visit www.EncinitasParksandRec.com
2. Click on Programs
3. Create an account or login
4. Search for an activity by course # or keyword
5. Add to Shopping Cart
6. Review enrollment and confirm selections
7. Accept waiver and pay

All activities subject to time/date change. \$2.70 non-refundable registration processing fee is included in each course (\$1 fee for Senior Center programs). Debit/credit card transaction fees will be passed to the customer.

MAIL-IN:

Mail your completed and signed Activity Registration Form with payment to the City of Encinitas Parks, Recreation and Cultural Arts Department, 505 S. Vulcan Avenue, Encinitas, CA 92024.

PROGRAM TRANSFER POLICY:

Transfers may be requested up to five (5) calendar days before the start of the program by emailing prca@encinitasca.gov and will incur a \$10 transfer fee if the transfer is to a program of equal or lesser value. Transfers to a program of greater value will include the transfer fee, program fee difference, and an additional processing fee.

Transfer requests by phone or by leaving a message will not be considered. Transfer requests made less than five (5) calendar days before the start of the class must be submitted by email to prca@encinitasca.gov. Transfer requests made less than five (5) calendar days are date-stamped and reviewed by management.

REFUND/CANCELLATION POLICY:

Activities are subject to change. A full refund will be given if the City cancels the activity.

- Refunds requested ten (10) days before the first program meeting date may be granted minus a \$20 cancellation fee, \$10 for senior programs.
- Refunds requested five (5) calendar days before the first program meeting date may be granted minus 25% of the registration fee or \$20, whichever is greater.

Refund requests should be emailed to prca@encinitasca.gov. No refunds will be issued for inclement weather. Prorated refunds may be given for a medical reason, based on the number of unattended days. Medical verification is required with a doctor signature and must be submitted no later than five (5) calendar days after the medical incident. Refund requests made less than five (5) calendar days before the start of the class must be submitted by email to prca@encinitasca.gov. Refund requests made less than five (5) calendar days are date-stamped and reviewed by the division head. Submission of request does not guarantee approval.

WAITING LIST POLICY:

Those on the waiting list that receive notification by phone or email that a spot has opened; have until 5:00pm the next City business day to secure registration. You may confirm your registration by calling (760) 633-2740 or (760) 943-2250 to talk to a live customer service representative. Voicemails will not be accepted and do not confirm registration.

INCLUSION POLICY:

The City is an affirmative action public entity and does not discriminate on the basis of race/color, ethnic origin, national origin, gender, gender identity, religion, age, veteran status or physical or mental disability in employment or the provision of service. The City of Encinitas Parks, Recreation and Cultural Arts Department is committed to the support of inclusive programs and opportunities to increase individual potential for full and active participation in all activities and experiences. Requests for accommodations will be considered on a case-by-case basis. If you require an accommodation, or need further information concerning inclusive or specialized recreation and accommodation for a city program, please contact us as soon as possible or no later than 72-hours prior to disability accommodations being needed via email at prca@encinitasca.gov or call (760) 633-2740.