



Visalia Parks & Recreation Department

Anthony Community Center
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Recreation Division - Enrollment Policies

Enrollment

- Registration is required for program participation. Registration is accepted online and in-person.
- All registrations are accepted on a first-come, first-serve basis with full payment and signed Release of Liability and Indemnity Agreement.
- Registration deadline is one week prior to program start date, unless otherwise stated in course description.
- Waitlists will be created once an activity has reached maximum enrollment. Prospective participants can be added to a waitlist either online or in-person. Payment is not required for waitlist placement.
 - Placement on the waitlist does not guarantee a space in the program.
 - If space becomes available Recreation staff will contact waitlisted clients in the order they are on the waitlist to register for program. If you are not contacted, space has not become available.

Payment Accepted

- Payments can be made via cash, check, American Express, Discover, MasterCard, or Visa.
- Checks must be made payable to the City of Visalia; third party checks are not accepted.
- Must have valid photo ID for personal checks and card payments. Card and personal checks must be in the name of the person presenting the payment.

Refunds/Credits

- **Course Cancellation**
 - If an activity is cancelled by the Recreation Division prior to the activity start date a full refund or account credit will be issued.
 - If an activity is cancelled by the Recreation Division while the activity is in session and the instructor cannot schedule a make-up date, a prorated refund or account credit will be issued.
- **Customer Requested Withdraws**
 - Customer initiated requests to withdraw and refund must be received no later than 3 business days prior to the start date of the activity, unless otherwise specified in the program description.
 - A \$15 processing fee will be withheld from the refund amount.
 - In lieu of the \$15 processing fee customers may elect to receive a full credit on the account.
 - Customer initiated requests to withdraw and refund on or after the activity start date will not be considered for refund or account credit.
 - Health Request - If a customer must withdraw due to serious illness or injury, they should call the Recreation Business office immediately.
- **Refund Transactions**
 - Payments made by cash or check will be refunded in the form of a check mailed from the City of Visalia Finance department. Allow 2 - 4 weeks for processing.
 - Credit card payments will be refunded back to the card to which the original transaction was charged. Allow 2 - 4 business days for processing.

Non-Sufficient Funds – Returned Checks

- A \$25 fee will be assessed for a customer's first returned check. A \$30 fee will be assessed for each additional returned check.

Class Make-Ups

- In the occasion that the Recreation Division must cancel a class date a make-up class will be scheduled. See instructor at next scheduled class for make-up date details.
- Make-up classes are not offered for participant absences regardless of nature of absence.