

READY TO REGISTER?

Read me first

How to Enroll



Online Registration

Visit www.mountainview.gov/register
Click on "Register Online" under the
"How to Register" section.
Sign in or Create an Account.



Mail

City of Mountain View Recreation
Class Registration
P.O. Box 7540
Mountain View, CA 94039-7540
Make checks payable to
City of Mountain View
Do not mail cash.



Fax

(650) 962-1069
Credit card payment only.



Visit us at the Community Center

Community Center
201 South Rengstorff Avenue
Mountain View, CA 94040
Monday to Friday • 8:30 a.m. - 5:00 p.m.

Acceptable forms of payment

Cash • Check payable to **City of Mountain View**
Visa • MasterCard • American Express • Discover

Proof of Mountain View Residency • From time to time we may need to request proof of residency. Acceptable forms of proof include: Current California Driver's License or Identification, a recent utility bill, car registration, bank statement, or rental agreement on property management letterhead with a current address. Temporary DMV Change of Address cards, Post Office boxes, personal checks, letters, or flyers are not acceptable. The proof of residence must match the name and address on the registration form.

Class Attendance and Registration • You're excited and we're excited that you're ready to jump into an activity. Before you do, though, make sure you're already registered to participate. Registration does not happen in class, it happens either at the front desk of the Community Center or online. Please note that no refund or make-up classes will be issued for any missed activity.

Waitlist • Drats! You were this close to getting in! Your name will be placed on a waitlist if your first and alternate class choices are full. Once a spot becomes available, we'll go down the waitlist in the order our waitlist customers were added and if you're next, we'll get a hold of you. You will be given a 24-hour deadline to submit your Registration Form and payment. If your Registration Form and payment are not submitted by the given deadline, you will be removed from the waitlist and the next person on the list will be contacted.

Age/Birth Date • To register, participants must be within the required minimum and maximum age by the first day of class. All participants 17 years of age or younger must provide their date of birth. Proof of age may be requested.

- **Transfer** • Need to transfer from one activity to another? You may transfer to another activity as long as you meet the minimum age requirement, there is space available, and you send your written request three (3) business days before the first day of class. So that means if class starts on Monday, you have the Wednesday before to transfer. E-mail your transfer request to recreation@mountainview.gov. You will be assessed a \$10 processing fee per visit.
- **Withdrawal** • If you need to withdraw from an activity and receive a refund, e-mail us at recreation@mountainview.gov no less than five (5) business days before the first day of class. You may also submit a Withdrawal Request Form that you can download by visiting www.mountainview.gov/register. Just so we're on the same page, if your class starts on Monday, your last day to withdraw is the Monday before that class. You will be assessed a \$10 processing fee per visit.
- **Missed a class?** • Unfortunately, no refund or make-up classes will be issued for any missed activity.
- **Class already started but can I still join?** • Yes! We do not prorate any of the days that have already taken place, though. You just need to catch up with everyone else at the next class!

Late Pick-up • Parents and guardians arriving late to pick up their child from any recreation program will be assessed a \$6 fee per 15 minutes late. Participants receiving three (3) late pick-up fees will be removed from the specific program on the fourth late pick-up.

Behavior Violation • Participants receiving three (3) behavior violations will be removed from the specific program. A partial class refund may be granted at the discretion of the program supervisor.



Wait, what? You cancelled my activity?!

Classes not meeting minimum registration levels will be cancelled. Participants will be notified approximately three business days before class begins and issued a full refund, or be eligible to transfer to another class if space is available. Participants transferring will be responsible for any additional fees.