

IT'S AS EASY AS 1, 2, 3 ...

1. Complete the "Customer's Record" form. Remember to include all family members and sign back of form.
2. Fill out the registration form with your class or program selections and mail, fax or hand-deliver with your "Customer's Record" form.
3. Once your customer record is on file with us, you can just call or come in with your program selections.

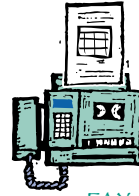
YOU CAN REGISTER FOR CLASSES BY.....



HAND DELIVERY



PHONE



FAX



MAIL

PLEASE SEND YOUR FORM & FEES TO...

City of Rohnert Park, Recreation Department,
5401 Snyder Lane, Rohnert Park, CA 94928

OR CALL US... PHONE: (707)588-3456 FAX:(707)588-3444



WE ACCEPT VISA
& MASTERCARD

REGISTRATION POLICY

All families who participate in recreation programs must complete a "Customer's Record" form which will provide all the necessary information needed for registering for Recreation Department classes and programs throughout the year. This form will be entered into the registration system and kept on file for one year, saving our valuable customers the hassle of having to provide this information every time they register for a class. You will only be asked to fill out this form once per year to update our records.

Please follow the registration information carefully!
Many classes fill early, so if you really want a class, register early.

When filling out the form to register by mail or Fax, the liability waiver must be signed. Failure to do so will delay processing of your registration. Please help us by following the registration instructions. If you have questions or would like more information, call the Recreation Department at 588-3456.

Payments

The Recreation Department accepts Visa or MasterCard, money orders, cash or checks in payment for classes, building rentals and memberships.

Non-resident Fee

There is a non-resident fee of \$7.00 per person per class for all individuals residing outside the City of Rohnert Park who wish to enroll in programs or classes sponsored by the Recreation Department. The fee can differ for some programs.

Cancellation

Register early! The Recreation Department will cancel classes which do not have at least eight participants registered 48 hours prior to the first class meeting.

Refunds

Customers desiring a refund due to a change of schedule, illness, unable to attend or change of mind on registering for the activity, can receive a refund if requested before 1/2 of the activity meetings have taken place. A \$ 5 processing fee will be deducted from your refund. If the Recreation Department cancels or changes an activity, an appropriate refund will be issued for the unused portion of the activity. (The processing fee and process is different for summer camps and senior citizen trips. Please see program registration information.) Refunds will be mailed within a week of the request. Your satisfaction is our goal!

Satisfaction Guaranteed or Your Money Back!

Yes, you've heard this claim before, but not often from government! We are so committed to excellent service that we guarantee your satisfaction, or your money back! If you are dissatisfied with your program or service before the program is half over, just notify our office, and we will give you your money back for any unused balance of the program or service, with the invitation to try us again. Your input is valuable to us as we strive to make these programs and services as enjoyable and effective as possible for you and your family. We want you to know your dollar is well spent with us and that we'll take care of you! (Policy does not cover team sports and is different for senior citizen trips)

Holidays

Both the Community Center and the Sports & Fitness Center will be closed on September 2, November 28, 12-5 p.m. on December 24, and December 25. The Community Center will also be closed on September 10, October 14, November 11, and November 29. The Sports & Fitness Center will be closing at 5 p.m. on December 31.

Winter/Spring Brochure

The Recreation Department's Winter/Spring brochure will be published in early December and direct-mailed to the residents of Rohnert Park.

We Don't Like To Cancel Classes...

but sometimes it is necessary before the first meeting when pre-enrollments are low. Your registration might be the one that enables the class to be held. Please pre-register at least 5 days before the class begins.

**City of Rohnert Park,
Recreation Department**
5401 Snyder Lane Rohnert Park, CA 94928
(707)588-3456 FAX (707)588-3444

FOR OFFICE USE:
TIME PERIOD COVERED
FROM _____ TO _____

CUSTOMER'S RECORD

Please print

Account Name: _____

Address: _____

City

Zip

Male or Female

Home Phone: _____

Work Phone: _____

Cell Phone: _____

e-mail: _____

FAMILY INFORMATION LIST

First/Last Name

Date of Birth

M/F

Grade (IF APPLIES)

EMERGENCY INFORMATION

Person other than yourself to
notify in case of emergency.

Name: _____

Phone: _____

MEDICAL INFORMATION

Family Physician: _____

Phone: _____

Medical Insurance Carrier: _____

Policy/Card# _____

OVER - SIGNATURE REQUIRED ON BACK OF FORM

LIABILITY RELEASE:

In consideration of the acceptance of my application for any Recreation Department classes/activities, I hereby waive, release, and discharge any and all claims for damages for death, personal injury or property damage which I may have, or which may hereafter accrue to me, as a result of participation in said event. This release is intended to discharge in advance the City of Rohnert Park, its officers, employees or agents from liability, unless the cause of the accident/loss is the sole negligence of the city, its officers, employees or agents. It is understood that some recreational activities involve an element of risk or danger of accidents, and knowing those risks, I hereby assume those risks. It is further understood and agreed that this waiver, release and assumption of risk is to be binding on my heirs and assigns.

PARENTAL CONSENT:

(To be completed for applicants under 18 years of age)

I give my consent for my son/daughter _____, to participate in Recreation Department classes/activities, and I execute the above liability release on his/her behalf.

CONSENT TO TREAT:

I hereby give my consent to have the above applicant treated by a physician or surgeon in case of sudden illness or injury while participating in the above event. It is understood that the Rohnert Park Recreation Department provides no medical insurance for such treatment, and that the cost thereof will be at my expense. If a personal physician is listed below, every effort will be made to contact such physician. However, the location of the activity or the nature of the illness or injury may require the use of emergency medical personnel.



If you do **not** give your consent to treat and request that medical or surgical services be withheld, please initial box at left.

REFUND POLICY:

Refunds can be requested if presented prior to completing 50% of the class meetings. A \$5 processing fee will be deducted from your refund. If the Recreation Department cancels or changes an activity, a refund will be issued for the unused portion of the activity. (The processing fee is different for summer camps. Please see camp payment information.) Refunds will be mailed within a week of the request.

READ BEFORE SIGNING

I have read and understood the foregoing liability release form, parental consent and consent to treat forms, and agree to all of their terms and conditions. I further understand that the Recreation Department’s “Satisfaction Guaranteed” and “Refund Policy” apply to specified Department programs, and a \$5.00 fee is charged for refunds requested due to change of schedule, illness, unable to attend or change of mind on registering for the activity.

Signature _____ Date ____/____/____

