

REGISTRATION INFORMATION

FOUR WAYS TO REGISTER:

• ONLINE

www.mantecagov.com/parks

Online registration begins January 3, 2011. If you have not already set up a household account, visit our website to create one before registration begins--it's easy!

• MAIL

252 Magnolia Avenue, Manteca, CA 95337

Registrations received in the mail will be processed beginning January 3, 2011. Mail your completed registration form with payment to the above address, Attention: Registration. A receipt will be mailed to you.

• FAX

209.923.8954

Registrations may be faxed in beginning January 3, 2011, and will be processed in the order received. Faxed registrations are accepted only on a Parks and Recreation Department registration form and must be paid by credit/debit card (Visa or MasterCard). A receipt will be mailed to you.

• WALK-IN

252 Magnolia Avenue, Manteca

Walk-in registrations will be accepted in our office beginning January 3, 2011, during regular office hours: Monday through Thursday, 7:30 am to 5:30 pm, Friday 8:00 am to 5:00 pm. **NOTE:** City offices are closed every other Friday. Refer to the calendar on page 2 of this guide, or view City Hall closure dates online at: www.mantecagov.com/closedates.pdf.

- **Register early!** Some classes fill quickly, and others may be canceled due to low enrollment. Registration received after the specified deadlines will be subject to a \$5.00 late fee.
- Registrations received prior to the above dates will not be given priority consideration.
- Some classes have special registration notes, such as priority registration for current students. Please note these items in individual class descriptions.

SPECIAL NEEDS

Individuals with disabilities are encouraged to register and to participate in our programs. In order to facilitate your involvement, special needs will be reasonably accommodated on an individual basis upon request.

Please contact our office at 456-8600 at least two weeks prior to the start of the activity if you will need special accommodations. Our staff members want to hear from you if they can help.

PAYMENT OF FEES

- Registration fees may be paid by cash, check (payable to City of Manteca), Visa, or MasterCard.
- Fees must be paid in full at the time of registration.
- Non-Resident fees apply to any participant residing outside the Manteca city limits. Address verification may be required in the form of a City of Manteca water bill.
- To avoid complications due to filled classes, send separate checks for each activity.

LATE FEES

- Registration deadlines are given for the activities and programs listed in this guide. These deadlines are necessary to allow adequate time for the instructor to anticipate the number of participants and plan accordingly.
- A late registration fee of \$5.00 per class or activity will apply for any registration received after the deadline. ***If there is not a specific deadline given, the default deadline is 5:00 pm on the business day prior to the start of the program.***

* REFUND POLICY *

Please make your selections carefully. **NO REFUNDS will be given after the first class meeting.** Failure to attend a program is not grounds for a refund. If you are not satisfied with a program you have attended, please contact the program supervisor or our office.

Refunds will be granted only if requested in writing. A "Request for Refund" form must be completed and received in our office (via fax, walk-in, or mail) at least 24 hours prior to the first class meeting. Please allow four weeks for processing. **Refunds and credits** will be subject to a \$10 processing fee per class.

CREDIT: In lieu of a refund, you may request to have a credit to your account, which may be used only for future program participation.

A full refund will be given if the class or activity is cancelled by the City or the instructor.

FINANCIAL AID SCHOLARSHIPS

The Manteca Parks and Recreation Department has a Youth Scholarship Program for individuals ages 18 years and younger to participate in recreation programs and activities offered by the Department.

Eligible youths may receive discounted registration, depending upon availability of funding. The scholarship will cover a percentage of the activity registration fee; the participant pays the remainder. Proof of family income is required. Please contact the Department for an application and additional information.