

Important Information

- Registration begins **July 26, 2016** for Cupertino Residents and **August 2, 2016** for Non-Residents.
- Resident registration forms received after *July 26, 2016*, will be processed by random processing, according to the day received.
- Nonresident registration and walk-in registration begins *August 2, 2016*, and will be processed as received.
- Correctly completed registrations will have priority. Registration with incorrect or incomplete information or fees will not be processed.
- If requested, proof of age or proof of Cupertino residency may be required.
- **Sorry, no verbal confirmations before August 2, 2016.**
- Recreation Schedules will be available for pick-up at the Quinlan Community Center, Sports Center, Senior Center, and City Hall.

General Information

Creating an account	Call the Recreation and Community Services office at 408-777-3120 to create an account.
Retrieving a forgotten password with a current email address	If you have an account but have forgotten your account PIN/password and the email address on your account is current, you can use the "Forgot My Password" feature on www.reg4rec.org .
Retrieving account information without a current email address	To protect the sensitive information in our customers' accounts, we will not disseminate information over the phone, or without identification in person.
Wait lists	If the class you requested is filled, you will automatically be placed on a waitlist, free of charge. If the class becomes available, we will call you. Payment is due within 24 hours.
Age requirement	Where an age is indicated, the participant must be that age by the first day of class. Proof of age may be required.
Class attendance	Class attendance is limited to the registered participants ONLY. Sorry, no children in parent's classes and no parents in children's classes.
Make-up classes	There are no make-ups for classes you don't attend. If Recreation and Community Services cancels a class meeting, a make-up class will be offered if session permits.
Class check-in/check-out	All children 0-14 years of age must be checked in and out of classes and activities by a parent or guardian. Please come into the classroom and see the instructor to check your child in and out.
Declined credit card	If your credit card is declined, Recreation and Community Services staff will contact you to request payment. If your payment is not received within 24 hours, your registration will be cancelled.
Returned check	There is a \$26 fee for each returned check.
Paying with Cash	Exact amount required for cash payment.
Fee Waiver Assistance	For financial assistance to access recreation programming please contact West Valley Community Services at 408-255-8033.
Disabilities	If you have any disability that requires special accommodations in order to participate, please let us know when you register.