

Activity Registration Policies & Procedures

Four Ways to Register!



Online Registration

- Visit reg4rec.org
If you don't have an account, see 'Creating an ActiveNet Account' under General Information.



Walk-in

- Visit our office Monday through Friday from 8 a.m. to 5 p.m. at:
Quinlan Community Center
10185 North Stelling Road
Cupertino, CA 95014



Mail-in (held for random processing*)

- Download and complete registration form. Registration form can be downloaded at bit.ly/488DifR, or by scanning the QR code at the bottom of the page.
- Include method of payment: (no cash) By Visa, Mastercard, American Express, Discover, or check payable to CITY OF CUPERTINO. There will be a service charge for all returned checks.
- Mail to: Registration
10185 North Stelling Road
Cupertino, CA 95014



Fax (held for random processing*)

- Download and complete registration form. Registration form can be downloaded at bit.ly/488DifR, or by scanning the QR code at the bottom of the page.
- Pay with Visa, Mastercard, American Express, or Discover
- Fax to (408) 777-1305

* **Random processing** means that every piece in that day's registration by mail or fax has an equal chance of being selected. Receipts are emailed within five working days

Refund Policy

Activity Withdrawals

Withdrawals must be requested in writing or in-person at least **eight calendar days** prior to the start of the activity for a full refund.

1-day Classes/Events

Refunds must be requested in writing at least **eight calendar days** prior to the start of the 1-day class/event.

Activity Cancellations

Activity not reaching required minimum enrollment may be canceled. Participants are notified by phone and given option to transfer to another activity or get a full refund.

50+ Travel

Individual cancellations must be filled from the waitlist before a refund can be issued. For individual cancellations, an administration fee of \$10 will be assessed, and the remaining balance will be refunded. A full refund will be issued if a trip is canceled by the Senior Center.

50+ Luncheons

Individual cancellations must be filled from the waitlist before a refund can be issued. A full refund will be issued if a luncheon is canceled by the Senior Center.

Separate Policies

There are no refunds for Drop-In or Day Passes. Separate policies apply to Preschool and Sports Center Memberships. **Please inquire before registering.**

Refund Request

Requests must be submitted in writing and must include participant's name, address, phone number, name and activity number of the class, and reason for withdrawal.

Original payments made by credit card are refunded to the credit card and may take up to two weeks to process. Payments made by check or cash are refunded by check and may take up to six weeks to process.

Three easy ways to submit your refund request:

- 1) Email to refunds@cupertino.gov
- 2) Mail or Walk-in: Quinlan Community Center
10185 North Stelling Road
Cupertino, CA 95014
- 3) Fax to (408) 777-1305

Scan the QR code to download a paper registration form, or visit bit.ly/488DifR.

