THE CITY OF
EL CERRITO
RECREATION

REGISTRATION POLICY INFORMATION

GENERAL

1. All registrations are on a first come, first serve basis unless specified otherwise.
2. All registration fees must be accompanied by a completed Registration/Waiver Form.
3. Courses may be canceled or combined due to low enrollment.
4. Registrations are confirmed once payment has been made.
5. Residents are those who reside or own property within the El Cerrito City Limits.
6. Registration and payment for one session does not guarantee enrollment in subsequent sessions.
7. Parents/Guardians must register their children if under the age of 18.

FEES

Payment methods accepted are cash, check, money order, VISA, MasterCard and American Express. Please make checks and/or money orders payable to the "City of El Cerrito."

REFUND/CANCELLATION/TRANSFER POLICY

Activity/Class: Patron requested refunds or transfer requests will be approved only if initiated no later than 5 business days prior to the first day of class. All refunds/transfers will be charged a processing fee of $16 per class. Refunds will not be granted after the first class, meeting except in the case of medical emergency. Refunds, cancellations, and transfers will not be granted due to non-attendance.

Summer Camp: Requests for cancellations, transfers, or schedule changes must be submitted in writing (email OK) to the Community Center Office no later than 10 working days prior to the first day of class/camp in order to be considered. Cancellations, transfers, and schedule changes will not be granted for non-attendance. All cancellations prior to 10 working days will result in forfeiture of the $25 deposit. Transfer and schedule changes are assessed a fee of $16 per child per camp/class. In the case of illness or injury, requests for a refund, transfer or credit will be considered only when accompanied with a doctor's note and letter requesting the exception & appropriate fees will apply. Refunds, transfers, or schedule changes will not be granted after the first day of camp except in the case of medical emergency.

ONLINE WEBTRAC

To utilize this program, logon to: http://www.el-cerrito.org/recreation. Click on "Online Registration" and follow the directions to use the online registration site. **To receive your initial Log-In and Password, call (510) 559-7000 or email recreation@ci.el-cerrito.ca.us.** Some classes may not be available for online registration. VISA, MasterCard and American Express payments will only be accepted for online registration.

WALK IN / DROP OFF

El Cerrito Community Center, 7007 Moeser Lane, El Cerrito, CA 94530. Office hours are Monday- Friday 8:00am-5:00pm. A drop slot is provided near the main entrance of the Community Center for registrations received after regular business hours.*

MAIL

Please mail to: El Cerrito Community Center, 7007 Moeser Lane, El Cerrito, CA 94530.*

*PLEASE DO NOT MAIL DROP OFF CASH PAYMENTS. THE CITY WILL NOT BE RESPONSIBLE FOR ANY CASH DROPPED OFF.

PHONE

(510) 559-7000 Monday–Friday, 8:00am-5:00pm. Registration is NOT accepted over the phone. You are able to make childcare and other bill payments by phone using VISA, MasterCard, and American Express only.

FAX

Please fill out the course registration form and fax to (510) 528-9413.

VISA, MasterCard, and American Express payments only accepted for fax registration.