

How To Register

RESIDENT WALK-IN REGISTRATION

Begins Saturday, May 12 at 8:00 a.m.

Residents may register in person beginning at 8:00am on May 12 at any of the locations listed on page 81. You may also drop-off a Registration Planning Sheet which will be processed when the initial demand subsides.

We encourage you to consider our Leisure OnLine process if your registration is urgent.

ALL NON-RESIDENT REGISTRATION, THROUGH ANY METHOD, BEGINS MONDAY, MAY 14.

PAYMENT

When paying in person, registration fees may be paid with cash, check, money order, MasterCard, Discover, or Visa. Self-service registrations must be paid by credit card. If you do not wish to pay with a credit card, you may visit any recreation facility prior to your self-service registration and place a credit on your account using cash or check.

All fees must be paid in full at the time of registration. Please make all checks or money orders payable to the City of Plano. (Please print your driver's license number on your check).

A discount of 10 percent on all classes is offered for all citizens age 60 or older. (Plano Senior Center course fees already include this discount.)

Non-Residents must pay an additional \$4 per course.

Financial assistance is available for annual tennis passes, memberships, and recreation course programs. Please call 972-941-7155 for additional information. Application forms are available in the Download Center of the Parks and Recreation web site, www.planoparks.org, under Forms.

WAITING LISTS

If a course is full you may ask to have your name placed on the waiting list for that course at no cost. The computer system maintains the waiting list in the order persons are placed there.

When cancellation by a participant in the course occurs, the computer notifies staff members of an opening and of the first person named on the list. Staff will notify, in waiting list order, the persons on the list and offer the opportunity to register for the course at that time.

Payment for the course will be required at the time of registration.

If you are contacted from a waitlist and enrolled for that course, you will be removed from any waitlists for similar courses.

YOU CAN CHARGE IT!



REFUNDS

Full refunds will be granted* when requested more than one week prior to the start date of the course/program. Refunds requested less than one week prior to the start date of the course/program will not be granted unless the vacated spot is filled. If the spot is filled, a refund will be granted, less a \$5 administrative fee.

Medical refunds requested prior to the start date of the course/program will be granted in full. A doctor's note must be provided for all medical refunds to be processed. A prorated refund will be granted for medical refund requests received during or after the course/program. Medical refunds must be requested, with proper documentation, within a month of the program's ending date.

Courses canceled by the Parks and Recreation Department due to low enrollment or other circumstances will result in one of the following:

- 1) the participant may register for another available course, or
- 2) the participant may have his/her money kept on account to use at a later date, or
- 3) the participant may request a full refund.

To request a refund, please call the recreation facility where the course/program is offered. Participants paying by credit card will have the refund amount credited to that credit card account.

Due to unforeseen circumstances, printed prices are subject to change without notice.

*Refunds cannot be granted for **non-recoverable** costs on some programs and trips, such as hotel costs and pre-paid admission fees unless the spot is filled. Also, on trips where services are contracted to outside travel agencies, the travel agency refund and cancellation policies will apply.

INCLUSION POLICY

Inclusion in many of our programs is possible for those with special needs. It is important that you contact Therapeutic Recreation at 972-941-7272, prior to registration, for details on how we can support your abilities, interests and desire to participate.

To ensure the safety and enjoyment of others in recreation programs, participants are expected to display appropriate behaviors. The success of all recreation activities depends not only on good planning and instruction, but the conduct of participants. Appropriate behavior includes the ability to follow instructions and interact with other individuals. Parks and Recreation staff will discuss behaviors of concern with the participant and his/her family when necessary.

HAS YOUR PHONE NUMBER CHANGED? YOUR EMAIL?

Our primary means of communication with you about class changes or cancellations is by phone or email. If these have changed, please update your information by calling or visiting any recreation facility. For your convenience we can also add your cell and/or work number to your account.