

# ESTES VALLEY RECREATION AND PARK DISTRICT

## SENIOR SERVICES CLASS REGISTRATION POLICY

### Registration

- Registration is first-come, first-served.
- Participants can register one of three easy ways: in person, by phone, or online. Fees must be paid in full at time of registration.
- A \$15 service charge will be issued on returned checks.
- Informational flyers will be posted at the Estes Valley Community Center and available on the website with class times, fees, and locations.
- Minimum and/or maximum class size limits may apply and are derived per class by EVRPD staff and/or the instructor(s).
- A waiting list will be kept when a class reaches its maximum size. If a vacancy occurs, staff will call those on the waiting list; no voicemail messages will be left.
- A class may be cancelled due to insufficient enrollment. Participants will be notified of cancellations.
- Registration deadlines are generally one week prior to the class start date, but in some cases an earlier or later deadline may apply. Registration deadlines will be posted as applicable.

### Cancellations & Refunds

- If a participant cancels before the registration deadline, a full refund, minus a \$5 administration fee, will be issued. The administration fee is waived if a participant chooses to apply the credit to their household account. Credit on accounts will be refunded to customers if it remains for over two years.
- If the class is cancelled by EVRPD (i.e., bad weather or the class does not meet minimum size), a full refund will be issued. Participants will be notified in advance, when possible, if a class is cancelled.
- Refunds will not be issued after the registration deadline unless approved by management.

### Class Etiquette

- All classes are smoke-free.
- Please advise staff of any special needs at the time of registration.
- Please check the classroom for trash and personal belongings upon leaving.
- Non-alcoholic drinks and snacks are allowed in class, but may not distract from instruction.

