

# Vancouver Parks, Recreation & Cultural Services Registration & Refund Policies

## REGISTER ONLINE

The fastest way to register is online at [cityofvancouver.us/ParksRecCulture](http://cityofvancouver.us/ParksRecCulture). Click on the green "REGISTER" button on any page to get started. If this is your first time registering online you will need to create an account. From the registration homepage click "Create an Account" and follow the steps provided.

You can also register at a community center or over the phone. Our customer service team will help answer your questions and complete your registration. Interpreters are available by request:

**In Person:** Visit either of the Vancouver community centers to register in person.

**By Phone:** Have your registration and payment information ready when you call.



**Firstenburg Community Center**  
700 NE 136th Avenue, Vancouver  
360-487-7001 | [cityofvancouver.us/FCC](http://cityofvancouver.us/FCC)



**Marshall/Luepke Community Center**  
1009 E McLoughlin Boulevard  
360-487-7100 | [cityofvancouver.us/MCC](http://cityofvancouver.us/MCC)

## POLICIES

**Resident and Non-Resident Fees:** City of Vancouver residents pay less for passes and programs due to the financial support they provide through their taxes. Non-resident rates are approx. 15% higher than resident rates.

**Residency:** A resident is a household or business within Vancouver city limits. To determine if you are a resident, call us or visit [cityofvancouver.us/CityLimitsMap](http://cityofvancouver.us/CityLimitsMap).

**Taxes and Fees:** Program fees include all applicable taxes.

**Photos:** Participants may be photographed for marketing purposes. Communication will happen in areas where photography is happening ahead of time or participants will be given notice and the opportunity to opt out.

### Personal Training:

- Requests to cancel or reschedule must be made at least 24 hours prior to the personal training session.
- Personal training packages must be used within 1 year of the date of purchase.
- Request for refunds on unused training packages must be made within 30 days of purchase.
- Training packages will not be refunded when partial sessions have been used in that package.
  - ⇒ Exceptions may be made due to illness/medical needs or when the trainee is moving out of the area.
- If a personal trainer does not meet the goals of the client, another trainer will be assigned.

*Vancouver Parks, Recreation & Cultural Services complies with Washington's Fair Play and Community Sports Act, which prohibits discrimination against any person in a community athletics program on the basis of sex.*

# REGISTRATION AND CANCELLATIONS

## Registration

- Registration is first come, first served. Some courses have a registration end date, refer to individual course descriptions for details.
- Register early to ensure a spot.
- Payment is required at the time of registration.

## Cancellations

- To cancel or transfer, contact us a minimum of:
  - ⇒ Seven days prior to the start of classes or events.
  - ⇒ Four weeks prior to the start of day camps.
  - ⇒ Four weeks prior to first scheduled game for sports leagues.
- All cancellations will be subject to a \$5 processing fee per class/activity.
- If a course is canceled, you will be contacted and issued a full or prorated refund or credit.
- Credits remain on your account for one year, after which time you will receive a refund for any amount over \$30. Lesser credits will be allocated to a scholarship fund.

## WE ARE INCLUSIVE!

Vancouver Parks, Recreation & Cultural Services (VPRCS) invites people of all ages with disabilities to participate in any of the activities open for registration. Reasonable modifications/accommodations will be provided to people with disabilities in accordance with the guidelines of the Americans with Disabilities Act (ADA).

Programs may be adapted by applying reasonable accommodations/modifications and/or using auxiliary aids and/or services; however, the basic structure of the program remains the same. Accommodations/modifications are made as needed and without altering the basic program structure. Accommodations/modifications may be flexible as well as innovative and may vary depending on program size, type and duration.

**Personal Care/Behavior Support:** VPRCS program staff does not provide personal care or dedicated individual behavioral support. If a participant requires personal care (including but not limited to toileting assistance, feeding, or changing of clothes) or other modifications that require one-on-one support, you may send a family member or caregiver to attend the program with the participant at no charge. Support personnel must be cleared with a background check through VPRCS or a partnering agency, contact the program coordinator for information.

## BE INCLUDED! HERE'S HOW:

- Register for the program(s) of your choice. Each time you register check the box indicating you require modification/accommodation.
- You will receive an email from our partners at ePACT Network with a request to complete an online participant information form. Again, check the box that you need modification/accommodation and complete the required section. Program staff will use this information to provide the most reasonable modification/accommodation for each participant. To ensure adequate preparation, submit requests 10 business days before the program starts.

For more information, visit [cityofvancouver.us/Inclusion](http://cityofvancouver.us/Inclusion).



VISIT [cityofvancouver.us/Activities](http://cityofvancouver.us/Activities)