

General Information 1/1/18

Insurance and Liability - The City of Reno Parks, Recreation & Community Services Department does not provide hospital or medical insurance coverage or assume responsibility for injury to any participants in its programs. Participants are encouraged to obtain their own insurance coverage prior to the start of any program and to consult with a physician before participating in any strenuous activity.

Photos - City of Reno may take photos/video of participants in sponsored programs/parks. Photos are for City use only and may be used in promotional materials and internal communication. If you do not want yourself or your child photographed, please notify the Administration Office in writing.

Access for All - We welcome everyone to participate and enjoy programs/facilities regardless of race, age, color, religion, sex, sexual orientation, national origin, or disability. If you or family members require a reasonable accommodation to participate in a program, please call a minimum of **five business days** prior to the start of the program. Upon notification, efforts will be made to accommodate your request. If you have any questions or need additional information please contact the Inclusion Services staff at 775-334-2262. Hearing impaired persons can use Nevada Relay dial 711.

Scholarships - A fee assistance program may be available to those who qualify based on income requirements. The Scholarship Form(s) and supporting documentation must be submitted two weeks prior to program date. Inquire at 334-2260

Code of Conduct - refer to Policy and Procedure No. AD-2008

Payments, Refunds, Transfers and Credits

Payments

Full payment is required at the time of registration, in advance, prior to the use of programs, services or facilities.

Payments will not be accepted on site for any class or program. We do not bill for services. Services will not be provided to customers with delinquent accounts. Program fees are not pro-rated for unused or missed classes.

There is a service fee of \$30 for any returned check/payment and if the account is unpaid and turned over to a collection agency, an additional charge of 20% of the principal balance for collection costs will be charged.

YOUTH - Sierra Kids: Registration & Payment are required by the Friday preceding the week of the program.

Program Hours - Children are not allowed in the building before designated hours. Late pickup fees are \$1 a minute (per child) after program conclusion and payment is required within 24 hours.

Refunds or Credits

A Request for Refund, Transfer and Credit Form must be received by the criteria deadlines listed below.

Customer requested refunds will be charged an admin fee of \$10 per activity (not charged for credits & transfers).

Sierra Kids, Camps/Vacation Station: Refund must be requested by the Friday preceding the week of program.

NO credits or refunds will be issued for missed, sick, suspended, Late Registration or Washoe County School District SNOW days.

Recreation, Aquatic Classes and Passes: (more than one class meeting): Must be requested before the second class meeting. Some classes may require more advance notice. No credits, transfers or refunds will be issued for class materials.

Workshops/Single Day Events: Must be requested **1 week** prior to the program date. Some may require advance notice. If tickets have already been purchased there is no refund.

Leagues: Must be requested prior to the last date of league registration.

YOUTH Program Information - Below is quick reference, see Parent Handbook for complete list of rules & procedures.

A **Household Account Form & Participant Information Form** must be completed prior to attending Camps & Sierra Kids.

Ages - 5 Year olds can attend camps if they are attending/have attended a Washoe County School District School. They cannot ride in City Vehicles for field trips or transportation to Vacation Station. They can attend field trips in WCSD busses.

Parent Handbook - Please read & enforce the City of Reno Youth Services parent handbook to ensure the health and safety of all children participating in the program. Please call the Youth Office at 334-4280 for info.

Separate Accounts - Adult customers may have separate household accounts for registration & payment of same participants, however only ONE PARTICIPANT INFORMATION FORM will be accepted and kept on file for each participant. If Parent/Guardians cannot agree on the names that appear on this form then only parent/guardians will be able to pick up participants and be called in an emergency.

Sign In/Out - Parents, guardians/authorized individuals listed on the Participant Information Form are required to escort and sign child in/out from the program daily. A picture ID will be required of all individuals picking up your child. All changes and additions to the Participant Information Form require a new form be completed by a legal guardian. Request for a one time emergency participant pickup must be done in writing in person or FAX child's name, school/camp site, date and who will be picking up along with your signature and parent ID to the Youth Office at 321-8347. Phone changes not accepted.

Medication - Staff will not administer or distribute any medication at any time.

Discipline Report and Policy - In order to guarantee all children an active, positive and safe recreational opportunity, inappropriate behavior will not be allowed. If there are behavior problems that cannot be resolved at the staff level a discipline report will be given to the parent. Examples include, but are not limited to: abusive language/inappropriate gestures, fighting/assault, disrespect of staff or property, stealing and/or other disruptive and outrageous behaviors. *Any child inflicting physical harm on another child or leader will be suspended from the program immediately.*

Zero Tolerance - If you have concerns or questions about our programs, please address staff in an appropriate and calm manner. The City of Reno has a zero tolerance policy of work place violence, physical force, harassment, intimidation, or abuse of power or authority.