



City of Pinole Recreation Department

Tot Sports Program Policies and Procedures

Contact Information:

Youth Services Coordinator
(510) 724-9004 – Youth Center Office
Email: youth@ci.pinole.ca.us

Welcome to the City of Pinole Youth Programs

Please take a moment to review the important information below.

Registration is required for each session and is based on a first come, first served basis. Wait listed registrations will be served in the order they were received. Registration for wait listed registrants is not guaranteed and is dependent on availability.

Pinole Residents must show proof of residency (current utility bill with address and name matching that on DMV ID) at time of registration in order to receive resident rate.

Financial Aid is not available.

Payment Information:

TOT SPORTS PROGRAM: Payments are due at the time of registration. Children who have not paid in full, will not be allowed to participate in the enrichment classes.

Payments are non-refundable and programs may not be prorated for irregular attendance.

We accept the following forms of payment: cash, check, and credit cards (Visa and MasterCard only).

-Payment by cash: Bring cash directly to the Youth Center (do not mail). Give the cash directly to the Youth Center Coordinator.

-Payment by check (payable to City of Pinole): Bring checks directly to the Youth Center. Please note that returned checks are subject to a \$20 Returned Check Fee, plus the original amount the check was written for. Payments not received within 7 days of notification of a returned check will be sent to collections. Persons with outstanding returned checks on their record, must choose an alternate form of payment (Visa or MasterCard). If a returned check goes unpaid, the family and child will be unable to register for City of Pinole programs for one year.

-Payment by credit card:

1. Enter your credit card during online checkout process
2. In person at the PYC

PROCEDURES:

All participants must arrive during their scheduled hours and stay until the end of their scheduled program. Only registered children may attend the City of Pinole Youth Programs.

Parent/caregiver participation is required for all Tot Sports classes and parents/caregiver must stay with their child for the duration of the class.

Tot Sports Sessions

Children must be preregistered for all Tot Sports sessions. The length of each sports session will be 8 weeks long unless noted on the schedule. Parents are responsible for reviewing each schedule and ensuring children attend the sessions during the scheduled dates. Makeup classes for missed sessions will not be offered to children enrolled. Holidays and scheduled no class dates are listed in the program description. All schedule information is available via our online system.

Material Fees

Material fees are determined by each instructor prior to the start of each session and is available at the time of registration. Material fees must be paid directly to the instructor on the first day of class. Failure to pay may result in dismissal from the class and no refund will be issued. The material fees are non-refundable because instructors must purchase the materials prior to the start of the classes.



City of Pinole

Recreation Department

Cancellation/Makeup Policy

All programs are subject to cancellation prior to the start date if enrollment is below the required minimum. Staff will contact you if class is cancelled due to low enrollment and a full refund will be given. Families will be notified five business day prior to the start of the class if the enrichment session has been cancelled. If an instructor has an emergency and cannot provide a substitute, class may be cancelled. The coordinator/instructor will notify all families and offer a makeup class to participants.

Outdoor Classes/Rainy Day Policy

In the event of rainy weather conditions, outdoor classes may be cancelled or moved to the Pinole Youth Center dependent on availability. The instructor/coordinator will notify all families of any changes prior to the start of the class. If needed a makeup class will be offered to all participants.

Photo Consent

The City of Pinole takes photos and videos of its activities and events. The City may use these photos or videos in future educational and/or community informational purposes, either printed or otherwise (including, but not limited to, use on the city's website and on its public television station) produced by the City of Pinole. Further, there is no monetary compensation for this consent. Participants are given the option to decline this consent during the registration process.

Refunds

Registration for all youth programs are non-refundable. The City does not prorate or provide credits for missed or partial days of participation.

Health

If your child is experiencing a fever, vomiting, diarrhea, and/or lethargy that prevents your child from engaging in the program, we ask that your child stay at home.

Behavior Policy

All participants are expected to follow all rules established by the class instructor, and any failure to comply may result in dismissal from the program. I understand that no refunds or credits will be given if disciplinary action is taken. This policy is to ensure the safety of youth, staff members, and the general public.

Please be reminded that the Recreation Department offers recreational programming. While we make every effort to create a warm and engaging program for all children, our staff are not trained in therapeutic or behavior modification practices.

Feedback and Being Involved

The Pinole Youth Center and its staff work to be responsive to youth, parents, volunteers and community members. Please share your constructive ideas, concerns, comments and suggestions in person or by emailing youth@ci.pinole.ca.us. We will continue to adapt our programs and services accordingly to meet community needs.

In signing this form, I have read, understand and agree to the above policies and procedures. I agree to pay all fees associated with program registration. I understand that completion of this form is required for me or my child to participate in the City of Pinole Youth Programs.

Signature: _____

Parent/Guardians Full Name: _____

Date: _____