

## General information & Customer Service

### Community and Neighborhood Services Department

**Main Switchboard: 480-782-2727**

For more information on any of the below policies, applications or permits visit [www.chandleraz.gov/recreation](http://www.chandleraz.gov/recreation) or call the main switchboard.

## Cancellations of Classes/Programs and Refunds

### • City Initiated

The City reserves the right to cancel any program due to insufficient enrollment. Early registration is encouraged to help prevent course cancellation due to an apparent lack of interest. If a class or program is cancelled, you will be notified and offered an alternative choice, if available. If no alternative is available, a full refund or credit on account (your choice) will be issued within 30 days. The City also reserves the right to cancel, postpone, combine classes, change rooms, or change instructors, as needed.

### • Participant Initiated

**Recreation:** If you wish to cancel your class or program enrollment, you must notify the Recreation staff at 480-782-2727, 480-782-2640 or 480-782-2900 at least 48 hours PRIOR to the class start date for a full refund. Less than 48 hours notice results in a 50 percent refund. Refunds are not available after 50 percent of the course/class session is complete. Supply fee refunds will be pro-rated based on attendance, unless otherwise stated on the registration receipt.

**Aquatics:** If you wish to cancel your Aquatics program enrollment, you must notify the Aquatics office at 480-782-2756 or 480-782-2753 at least three days PRIOR to the program/session start date for a full refund. Less than three days notice will result in 50 percent of the class fee refunded. At the start date of class/session, no refund is issued. This refund policy does not apply to Aquatic Certification Courses.

## Check Return Policy

A \$25 service charge will be assessed on returned checks.

## Contacting the City – Blocked Phone Numbers

City staff often experiences difficulty returning phone calls to customers with blocked phone numbers. If you contact us and leave a message, please unblock your phone to ensure prompt service.

## Code of Conduct and Safety

The City of Chandler strives to maintain an atmosphere of courtesy and respect. Participants are expected to conduct themselves in an appropriate manner at all times.

## Classroom Visitors

Non-registered individuals are not allowed in classrooms, either as an observer, family member or dependent, unless class description specifies otherwise. All classrooms have windows for observation.

## Customer Satisfaction Guarantee

The Parks, Aquatics and Recreation Divisions are committed to providing high-quality programs and services. If you are not satisfied, you are encouraged to share your feedback with staff (see page 5).

## Email Communications

By providing your email address to the Parks and Recreation Divisions, you will be able to receive electronic communications that notify you of important information about Break Time availability, upcoming registration dates, changes in policies and procedures and more. Has your email address changed? Please notify us of your new email address by calling 480-782-2640, or send an email to [ParksAndRec@chandleraz.gov](mailto:ParksAndRec@chandleraz.gov) with your new address. And don't forget to adjust your spam filters to allow you to receive email from the City.

## Fees

**Class Fees:** These are paid to the "City of Chandler" when you register.

**Instructor Fees and Supply Fees:** Some classes will require students to pay instructor fees and/or to purchase supplies in addition to the class fee. Instructor/supply fees should be paid directly to the instructor at the first class.

**Non-resident Fees Policy:** The City has a non-resident fee policy that is 35% higher than residents to ensure the funding of aquatics, parks and recreation programs and facilities on an equitable basis with residents who pay City taxes. Customer residency is verified via our new registration program. If you believe there has been an error verifying your address, please provide one, or more, of the following methods: picture ID with local address, current water or utility bill, property tax or business license and check imprinted with a Chandler address.

**NEW! Our new registration system verifies addresses by a flat file associated with a GIS (Geographical Information System). Customers residing in County Islands or addresses that cannot be validated will no longer receive resident registration privileges or fee rates. Check your residency status by visiting [www.chandleraz.gov/infomap](http://www.chandleraz.gov/infomap).**

## Holidays – Spring Session

Most offices and recreation facilities of the City of Chandler will be closed (and no classes will be held) for major holidays. The spring holiday closure is:

❖ **Monday, May 25<sup>th</sup>, in observance of Memorial Day**

*The Tumbleweed Recreation Center\* and the Chandler Tennis Center\* are open on some holidays, including the ones marked above. The TRC hours of operation on these holidays will be 7 a.m.-5 p.m. The Chandler Tennis Center hours will remain the same, see page 76 for more Tennis Center details.*

## Inclusion and Participation

The Department welcomes the participation of children and adults, including those with disabilities. A reasonable accommodation should be requested two (2) weeks in advance. Contact Collette Prather at 480-782-2709 via voice or AZ Relay at 711. Staff is not able to provide services of a personal nature, such as assistance in eating, toileting or dressing. Participants are welcome to bring a caregiver or aide, if they need assistance with these activities.

## Instructors Needed

The Chandler Recreation Division is always looking for skilled instructors who are motivated to share their expertise with people of all ages. Qualified instructors are needed for a variety of subjects; such as dance, language, arts and crafts, fitness or other educational areas. You may also submit your own ideas for classes. Our classes are taught at several community centers and recreational facilities and at various times of the day and evening. Staff will work with you to find a time and location to best fit your needs. Instructor pay starts at \$11.50 per hour and is dependent on experience.

## Medical Policy for Patrons

The City of Chandler will not prohibit any individual from participating in an activity due to a medical condition or impairment, unless the condition is likely to cause injury to the individual or other participants. An individual who has been told by a medical professional that he/she has a medical condition that is likely to cause harm to him/herself or other participants is obligated to inform the City of this condition or to withdraw from the program.

## Parking

*See the map of the downtown Municipal Complex on the back cover.*

## Photo & Video Disclaimer for Program and Event Participants

Please be advised that Chandler Parks & Recreation staff may photograph or videotape program participants, special event attendees and users of department facilities of all ages for publication, Channel 11 television shows, social media outlets (i.e. Facebook, Twitter, Instagram, Youtube, etc.) or other marketing materials as deemed necessary. Unless informed otherwise at the time of registration for a program, the City presumes that consent to be photographed or videotaped has been given by facility users and program participants. Such photographs may be used by the City without an obligation to provide compensation to those photographed or videotaped.

Program participants can submit photos of their own from Chandler parks, facilities or events for consideration to be published in Break Time or used in other marketing materials by emailing them to [breaktime@chandleraz.gov](mailto:breaktime@chandleraz.gov) or calling 480-782-2910.

## Recreational Vendor Park Permits

Any business interested in using a City park as a location for delivery of a program or service is required to obtain a Recreation Vendor Park Permit. All programs and services must be conducted within posted park hours. Park policies and set participation maximums must also be adhered to.

## Scholarships

A scholarship program is available to help economically disadvantaged individuals and families improve their quality of life through leisure opportunities. Scholarships are available for most youth sports, special interest classes and swim lessons. The program is only available to Chandler residents who qualify, but does not cover supply fees, instructor fees or trip fees. Income verification is required. *Si desea mas información, favor de telefonar al Departamento de Parques y Recreación de Chandler al numero 480-782-2720.*

## Subscription

Sign up for a free subscription and *Break Time* will be mailed to your home each quarter. There is a limit of one *Break Time* subscription per household. See page 4 for more information.