

Redmond Parks & Recreation

Registration Process Guidelines



This information outlines our processes and guidelines for registration and is available for the public to read [here](#).

REGISTRATION

- How to Register

- Online
Redmond's online registration is available 24 hours a day, 7 days a week. Search and register for classes here: Redmond.gov/register.
- Phone
Register over the phone by calling Guest Services at 425-556-2300. A Guest Services Representative is available to assist you 7 days a week during regular hours of operation.
- In Person
Stop by any of our City of Redmond Parks and Recreation Community Centers to register:

Community Centers in Redmond	Address	Phone	Hours of Operation
Redmond Community Center at Marymoor Village	6505 176th Ave NE, Redmond WA 98052	425-556-2300	Mon - Fri: 6AM - 9PM Sat: 8AM - 3PM Sun: 8AM - 1PM
Old Fire House Teen Center	16510 NE 79th St, Redmond WA 98052	425-556-2300	Tues-Wed-Thurs: 3pm - 9pm

- Resident and Non-Resident Rates

- Individuals and family members living and/or working inside Redmond city limits (98052 zip code) are eligible to receive resident rates for activities and classes. Adults over the age of 50, regardless of where they live, also receive resident rates for classes and trips.
- Individuals and family members receiving resident rates are also eligible to register early for activities and classes before registration opens to general public.

- Payment Information

- Full payment of fees must be made at the time of registration, unless wait listed or otherwise stated.
- We accept cash, check, Visa, MasterCard, American Express and Discover.
- Fees shown include Washington State Sales Tax, where applicable.

FEE ASSISTANCE

- Everyone Plays

Our desire is to make recreational opportunities available to all Redmond residents. We do not want financial concerns to stop anyone from participating in our activities. If you're interested in learning more, please view our Fee Assistance Program materials and application. Questions? Please [email or](#) call Guest Services at 425-556-2300.

REFUNDS & TRANSFERS

- Withdrawals & Refunds

All program withdrawals must be requested through contacting guestservices@redmond.gov or by calling 425-556-2300. Credit card refunds will be processed within 1-3 business days. Check refunds may take up to 6 weeks to process and mail.

Withdrawal Request Time Frame	Refund Amount
At least seven (7) days prior to first day of the program	Full refund, less a 10% administrative fee
Less than seven (7) days prior to first day of the program	50% refund
After the first day of the program	No refund issued

- Wait Lists

Programs that have a full registration often offer a wait list. Participants are put on the wait list in order that they are received. Payment of fees is only collected if a wait listed participant is registered into the class or activity.

- Registration Transfers

Transfers of registrations are permitted within the following guidelines:

Transfer Time Frame	Funds Applied
Transfers made more than 7 days prior to first day of activity	100% of funds applied to new registration
Transfers made less than 7 days prior to first day of activity	90% of funds applied to new registration
Transfers made on start date of activity	No transfer of funds applied

UPDATES FOR COVID-19 RECOMMENDATIONS

- How to Register > *Registrations are taken on a seasonal basis. Registration for an activity typically closes 24 hours before it begins; however, due to increased requirements for COVID-19, registration for summer camps closes 1 week prior to the start date of the camp.*
- How to Register > Phone > *A Guest Services Representative is available to assist you Monday-Friday 8am-5pm.*
- How to Register > In Person > *Registrations are currently accepted online or over the phone in order to minimize contact at our facilities.*
- Refunds & Transfers > Withdrawals & Refunds > *In response to concerns with COVID-19, withdrawal requests received 24 hours prior to an activity or camp start date will receive a full refund; withdrawal requests received less than 24 hours prior to an activity or camp start date will receive no refund. Exceptions will be made for illness of participant.*
- Refunds & Transfers > Registration Transfers > *In response to concerns with COVID-19, transfer requests received more than 24 hours prior to an activity or camp start date will receive 100% of funds applied to a new registration; transfer requests received less than 24 hours prior to the start of an activity or camp will receive no transfer of funds applied. Exceptions will be made for illness of participant.*
- *Registration Periods: The registration period will remain open up until seven (7) days prior to the activity/camp start date, unless otherwise stated.*