



## SATISFACTION IS IMPORTANT TO US

We want to provide quality programs to all participants. If you are not satisfied with your program, please let us know. Contact staff at your local facility or email [SJRegistration@sanjoseca.gov](mailto:SJRegistration@sanjoseca.gov).

## VIEW ACTIVITY LISTING

To browse activities online, go to [www.sanjoseca.gov/prns/register](http://www.sanjoseca.gov/prns/register). You do not need an online account to view activities. Citywide Activity Guides are available at your local community center or library. Sometimes classes, programs and events change from the published information in the Citywide Activity Guide. We apologize for any inconvenience. The City of San José Department of Parks, Recreation and Neighborhood Services provides recreational programs only and is not licensed childcare.

## LEISURE CLASS POLICY

- Our method of registration is designed to offer equal access to all San José residents.
- The City of San José Department of Parks, Recreation and Neighborhood Services offers open registration each and every time a class or activity is held.
- Customers can register for any class at any PRNS facility
- The City cannot offer guaranteed participation from one session to the next.
- All Online, Walk-in or Mailed/Faxed/Dropped-Off registration will be treated in the same manner. Residents will be given first priority to register.
- Registration forms received after the first day of registration will be processed in the order received.
- Since the classes are offered online, the online registration will be processed on a first come, first serve basis.
- Registration will be accepted until the second class meeting if the course is available. Courses are unavailable when filled to capacity or cancelled due to insufficient enrollment. If the course you request is full, you will be registered for your second choice or placed on a waiting list.

## ONLINE ACCOUNT

- An online account is required to register for activities
- To log into your account or set up a new account, go to [www.sanjoseca.gov/prns/register](http://www.sanjoseca.gov/prns/register)

## CONFIRMATION

If you have provided an email address, an automatic class confirmation will be sent. If an email address has not been provided, you will receive a confirmation in the mail. Only registered participants may participate in a class or course.

## REFUND POLICY

- Refund requests need to be made in writing and submitted to any PRNS facility or by emailing your request to [SJRegistration@sanjoseca.gov](mailto:SJRegistration@sanjoseca.gov)
- Refunds will be given for class cancellations received in writing by the City at least 14 calendar days prior to the start of the program/class. No refunds will be made for cancellations received by the City less than 14 calendar days prior to the start of the program/class.
- There will be a \$10 refund processing fee for EACH activity. It may not be possible to refund the class materials charged by the instructor.
- When the class fee is paid by check or cash, a refund confirmation will be sent by email. A refund check will follow 6-8 weeks after the refund confirmation.
- Credit card refunds will be credited back to the original credit card account within one week of City's receipt of the refund request.

## TRANSFER POLICY

- Transfer requests need to be made in writing and submitted to any PRNS facility or by emailing your request to [SJRegistration@sanjoseca.gov](mailto:SJRegistration@sanjoseca.gov)
- Transfers may not be done online
- Transfers must be requested 2 weeks prior to the start of the class
- Transfers must be done for classes/activities in the same season

## MAKE-UP POLICY

If you miss a course meeting, we may not be able to accommodate you at another site or date for a make-up.

## MINIMUM ENROLLMENT/CLASS CANCELLATION

The San José Department of Parks, Recreation and Neighborhood Services reserves the right to cancel any class or activity that does not meet a set minimum enrollment. Please register early to avoid class cancellations. We will make every effort to notify you at least five days prior to the scheduled course starting date. Please do not purchase supplies until five days prior to the start of the course. If a class is cancelled, you will receive a full refund from the City.

## PREREQUISITES FOR CLASS

Please note all requirements, dates and times for classes offered before enrolling. All participants must be the minimum age on the first day of class.

## INCLUSION POLICY

The City of San José encourages and supports the participation of individuals with all ability levels in programs and services. To facilitate opportunities for people with and without disabilities and to engage in leisure pursuits together, the Department of Parks, Recreation and Neighborhood Services provides inclusion support services. These services include, but are not limited to, interpreters for the deaf or hearing impaired, improved signage, activity modification, additional staff training, accessible equipment and facility features, and support staff. To ensure the requested accommodation, please notify the specific facility where the program is provided at least two weeks in advance. For more information on inclusion opportunities, specialized recreation services, and accommodations, please contact Therapeutic Services at 408-369-6438.

**WILLOW GLEN CENTER, 2175 LINCOLN AVE. (408) 448-6400**

Class No.	Class Name	Ages	Day(s)	Dates	Time	Instructor	Mtgs	Cost
255.4.1824	EnhanceFitness	50+	M/W/F	5/30-6/29	10:00AM-11:00AM	Faber	14	\$20/\$28
255.4.1825	EnhanceFitness	50+	M/W/F	5/30-6/29	11:15AM-12:15PM	Faber	14	\$20/\$28
255.4.1817	Feldenkrais	50+	M	4/2-5/7	8:30AM-9:30AM	McCarten	6	\$33/\$41
255.4.1818	Feldenkrais	50+	M	5/14-6/18	8:30AM-9:30AM	McCarten	5	\$33/\$41
255.4.1800	Lapidary	50+	F	4/6-4/27	9:00AM-12:00PM	Volunteer	3	\$11/\$19
255.4.1801	Lapidary	50+	F	5/4-5/25	9:00AM-12:00PM	Volunteer	4	\$11/\$19
255.4.1826	Matter of Balance	50+	M	4/9-5/21	1:00PM-3:00PM	Staff	7	\$15/\$23
255.4.1808	Memoir Writing	50+	T	4/24-5/29	10:00AM-12:00PM	Staff	6	\$34/\$42
255.4.1804	Piano Int /Adv for Seniors	50+	T	4/3-6/26	1:00PM-3:00PM	Volunteer	13	\$26/\$34
255.4.1811	Spanish Conversation & Culture	50+	T	4/3-5/1	10:00AM-12:00PM	Herrera	5	\$50/\$58
255.4.1812	Spanish Conversation & Culture	50+	T	5/15-6/12	10:00AM-12:00PM	Herrera	5	\$50/\$58
255.4.1809	Tai Chi	50+	Th	4/5-5/3	8:30AM-9:30AM	Robertson	5	\$45/\$53
255.4.1810	Tai Chi	50+	Th	5/17-6/14	8:30AM-9:30AM	Robertson	5	\$45/\$53
255.4.1813	Watercolor & Pastel	50+	Th	4/5-5/3	1:00PM-3:00PM	Franck	5	\$45/\$53
255.4.1814	Watercolor & Pastel	50+	Th	5/17-6/14	1:00PM-3:00PM	Franck	5	\$45/\$53
255.4.1822	Yoga - Gentle	50+	T	4/3-5/1	10:00AM-11:00AM	Staff	5	\$40/\$48
255.4.1823	Yoga - Gentle	50+	T	5/15-6/12	10:00AM-11:00AM	Staff	5	\$40/\$48