

Where to Start/Online Registration

page 3

Winter registration starts **November 15** at 10:00am.

Steps to register on SD Rec Connect

First Time users: Create an online profile, using the Activity Registration System, SDRecConnect.com. Click “Create an Account”. Fill out “New Account Request” form completely for the primary responsible person, a parent or guardian, including all required fields, and click Submit (or Submit and Add Family Member to add family members). Upon completion, a confirmation email with a first-time activation link will be sent to the email address provided. You will not be able to use your new account until you've used this link. Note: this email may go to your “spam” folder. To avoid duplication, be sure to let others in your household know you've set up the account. ****Important:** If you are registering a child for an activity, do not use the child's information when creating a New Account. You can add them as a family member after the account is created.

Returning Customers: for returning customers, click the “Sign In” or “My Account” button. Enter your login (email address) and password.

Payment Process

Payments can be made online at SDRecConnect.com or at Park de la Cruz Community Center (3901 Landis St., 92105) or Cathy Hopper (see page 9).

A parent or legal guardian must register participants under the age of 18 years. Cash or paper check is NOT accepted when paying in advance. **Acceptable payment methods include: electronic check– proper ID with proof of checking account (blank or voided check) or credit, debit, or gift cards issued by qualified card service merchants (Visa, MasterCard, American Express, and Discover only).**

A \$25.00 fee will be charged for declined electronic checks. Customers should verify that bank routing and account numbers are entered correctly. Activities not meeting the minimum enrollment may be cancelled. All registration and reservation fees include a non-refundable 3.56% processing fee.

Refund Policy

Written refund applications must be submitted, using the Application for Miscellaneous Refund Form, in person at the facility where the program occurs. Refunds will be processed in accordance with the following policy:

Refund policy exclusions: 3.56% processing fee will be deducted from all refunds. No refund or transfer for non-attendance at activity. No credits to account. Activity fees less than \$10 will not be refunded. No refunds for requests submitted less than 20 business days prior to the activity. Refunds will take 4-8 weeks, depending on payment method. Payments made by credit card will be refunded to the credit card.

Scholarship Procedure

For information on applying for the City of San Diego low income fee waiver or the Disabled Service Advisory Council (DSAC) scholarship, please call (619) 525-8247 or stop by the Park de la Cruz (PDLC) office (3901 Landis St., 92105) or Cathy Hopper (4425 Bannock Ave., 92117). Application can be submitted with a recreation center staff at PDLC.

2025 scholarships expire after February 2026 and are not accepted for Spring 2026 registration. Renew your scholarship starting January 1, 2026.