

Steps to register on SD Rec Connect

First Time users: Create an online profile at 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 or Cathy Hopper.

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 with proper ID and 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 or Cathy Hopper (CH). Application can be submitted with a recreation center staff at PDLC or CH.

San Diego Regional Center Patrons

If you wish to have City of San Diego Parks & Recreation programs or camps covered by SD Regional Center, TRS is now a part of the Purchase Reimbursement program. **You must FIRST confirm with your Service Coordinator if you can receive reimbursement for programs before registering**, otherwise you may not be reimbursed. You will need to pay for program costs up front. Please contact your Service Coordinator with any questions.