

***Register Early ....To Avoid Disappointment!***

***Nothing cancels a great program quicker than everyone waiting until the last minute to register.***

- **Registration for fall programs begins Mon., August 22**
  - **Registration is accepted on a first-come, first-serve basis during office hours.**
  - **Office hours: 8:00am-5:00pm, Monday-Friday.**
  - **Phone-in registration requires payment with a Visa or MasterCard at the time of registration.**
  - **Phone: 509-338-3227 Fax: 509-338-3313**
  - **[Registration Form](#)**
  - **[Parks & Recreation Brochure](#)**
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## **Accommodations of Disabilities**

The City of Pullman is committed to accommodating citizens with disabilities and special needs. Pullman Parks & Recreation will make every reasonable effort to ensure that programs are accessible. If you need assistance participating in our activities, please call us at 509-338-3227.

## **Brochure Mailing List**

Parks & Recreation direct mails a copy of our brochure to all Pullman residents. If you live outside the city limits and are interested in receiving a brochure please call 509-338-3227 or check the City web site at [www.pullman-wa.gov/recreation](http://www.pullman-wa.gov/recreation) for the current brochure in PDF format.

## **Disclaimer**

Occasionally there may be an error in days, times, registration requirements, or fees in this guide. This schedule of programs is published for information purposes only. We strive to produce the most accurate brochure possible. However, some program information may change after this brochure has been published. We will make every effort to notify participants of the changes. Parks & Recreation reserves the right to cancel activities, substitute instructors, change dates, times, and/or locations as necessary without public notice. We apologize for any inconvenience.

### **Full or Cancelled Programs**

All programs operate with minimum enrollment requirements and maximum enrollment capacities. Parks & Recreation reserves the right to cancel, change, or combine programs when minimum program enrollments have not been met.

### **Gender Equity Policy**

The City of Pullman complies with the State of Washington's gender equity policy (Engrossed Substitute Senate Bill 5967) that prohibits discrimination against any person in a community athletics program on the basis of sex. Any questions or comments please contact Kurt Dahmen, Recreation Superintendent.

### **Photo Policy**

On occasion, Parks & Recreation staff may take photos and videos of participants enrolled in recreation and aquatic programs, classes, events, or people on City property and/or program locations. Please be aware that these photos and videos are for City of Pullman use and may be used in future catalogs, brochures, flyers, and web pages.

### **Refunds Policy**

- When Parks & Recreation cancels a program:
- Participants will have four options:
- 100% refund of program fee
- Transfer to another program
- Transfer fee to your customer account to be used at a later date.
- Donate the registration fee to the Care-to-Share program.

- When participant cannot attend activity:
- Parks & Recreation office must be notified three business days (excluding holidays)

Monday-Friday, 8:00am-5:00pm prior to the program start date; unless an earlier cutoff date is noted. (Example: if a program starts on a Monday, notification must be received the prior

Wednesday no later than 5:00pm). You must talk to a Parks & Recreation employee; phone messages will not be accepted.

- Participants will have four options:
  - Transfer to another program.
  - Receive a refund minus a \$10 administration fee per refund voucher.
  - Transfer fee to your customer account to be used at a later date.
  - Donate the registration fee to the Care-to-Share program.
  - Refunds for \$10.00 or less may only be applied to customer account or donated to the Care-to-Share program.
- With less than three business days notice, but prior to the program start date participants may receive a 50% refund/credit or transfer full value to another program less any costs already incurred by the department. Should the requested cancellation reduce the participation level below the required minimum, no refund will be given. No refunds will be granted the day the program starts or after but may transfer (prorated value) to another session as long as class minimums are maintained.
- Medical Refund Request – Program fee will be prorated from date of notice with a doctor's written note stating the date of injury or illness. The request must be received prior to the completion of the session. \$10 administration fee applies per refund voucher or value may be credited to account.
- If you are dissatisfied with the content of a program, you may receive a full refund if you notify the office prior to the second class of a program.
  - Refunds will only be issued to the person stated as payee on the original receipt.
  - Requests that do not meet the above requirements may be considered on a case-by-case basis by the Recreation or Parks Superintendent or their designee.

## Waitlist

Once a program is filled, a waiting list will be created. You will be called if an opening becomes available or if additional classes are created. Note: If additional classes are created, they may not be at the same time or day as the original program. See page 29 for the Pullman Aquatic & Fitness Center waitlist procedure.

## Weather Cancellation

If the Pullman School District cancels school for the day because of inclement weather, then all scheduled recreation classes and programs will not be held. To check program cancellations due to weather conditions, call Parks & Recreation's Rain-Out Line at 509-334-3131 or check the city web site Monday-Friday at [www.pullman-wa.gov/recreation](http://www.pullman-wa.gov/recreation), weather cancellation. [Weather cancellations](#)