

# City of Walnut

## Important Aquatic Policies

The City of Walnut Community Services reserves the right to cancel any class that falls below the minimum required enrollment.

**Pool Closure:** Occasionally the pool may have forced closures due to unexpected accidents or inclement weather. Staff will do it's best to inform participants immediately of all closures. In the event of a pool closure, you will be given the opportunity to make up the missed lesson as soon as possible.

**Smog Policy:** The South Coast Air Quality Management states that all strenuous physical activities which require mouth breathing should be discontinued with 1st stage smog alerts. The City of Walnut Community Services will strictly adhere to this policy and close the swimming program at any time there is a 1st stage smog alert.

**Refund Policy:** There will be a \$10 service charge per class per person on ALL REQUESTED REFUNDS AND TRANSFERS. Refunds will only be considered if requested SEVEN DAYS in advance of the first class meeting. ABSOLUTELY NO REFUNDS WILL BE GRANTED AFTER THAT TIME UNLESS INITIATED BY THE DEPARTMENT.

## How To Register

Registration for Walnut residents begins Monday, May 13, all others begins Monday, May 20. Proof of residency may be required. You must register for aquatics online; however, please closely review the aquatic policies, including transfer and withdrawal fee information, listed above. **To register click here** or go to: <https://apm.activecommunities.com/cityofwalnut/Home>

**Finding an Activity:** You may search for swim lessons and aquatic classes under the "Activities" tab or by keyword (such as Swim Level I, etc.).

**How to Create an Account: Once on the ActiveNet main page, follow the easy steps below:**

1. Select the "Create Account" button and fill out all the required information, including your user name, password, contact information and e-mail address. When done, click on "Submit and Add Family Member." Add all your family members, including their ages (required for children). If you are not adding any additional family members to your account, or you have already added all your additional family members, click on "Submit."
2. You will receive an e-mail message automatically after submitting your request for an account. Your account will not be activated until you have responded by clicking on the link provided in the e-mail message.
3. "Shopping" for Recreation: You'll notice you have an option to view "My Basket." Once you have an account established, this area displays all the activities for which you have selected to register. When you are ready to complete registration, the system will confirm your registration and payment. If an activity is already filled, you will be invited to be placed on a waiting list and you will not be charged for the activity at this time. Payment Methods: Visa, MasterCard, Discover and American Express are accepted methods of payments. Transactions are processed Payment Methods: Visa, MasterCard, Discover and American securely using VeriSign, an internet payment security system.