



DC Ranch Community Council Operations & Recreation Team Guidelines – Fitness Classes

Registration

- Registrant Minimum:

- A session of a class must have at least 8 registrants.
- Minimum must be met the Wednesday prior before the first week of the session at 3 p.m.

*This guideline ensures that the Community Council is offering classes that are in demand and meets the industry standard for fitness classes promoting a social and energetic class atmosphere.

- Registrant Maximum:

- Maximum for each session of class is as follows:
 - Shallow Water Fitness = 25
 - Yoga = 35
 - Zumba = 25
 - Aqua Yoga = 25

*Maximum is determined on the type of class, instructor feedback, and the space needed to facilitate class.

- Registration Period:

- A session will open for registration on the Monday 2 weeks prior to the first day of the class.
- A session will close for registration 2 weeks prior to the last day of class.

Fees

- The cost to register for a session of classes depends on the number of classes offered. Typically valued at \$3 for each class.
- The cost to drop-in for a class during a session is \$5.

*Fees were approved by the Community Council Board of Directors and were implemented in January 2016

Drop-In

- Residents may attend a class as a drop-in attendee depending on the availability of the class.
- If a class has reached the maximum registrants for a session, drop-in attendees will not be permitted for the session.

Guests

- Guests (i.e. visiting family and/or friends) are allowed to attend classes so long as the maximum registration has not been met within a session.
- Guests must pay the drop-in fee of \$5 to attend the class.

Check-In

- Registrants and drop-in attendees must check-in with Community Council staff or class instructor prior to the start of class.

*We keep track of our registrations to ensure roster accuracy.



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FAQ

- **How many classes are in a session?**
 - Most sessions have at least 8-10 classes per session but vary. For instance, Aqua Yoga has one class a week for four weeks.
- **Is there a policy for being dropped from the session if I miss classes?**
 - Participants can miss as many classes as they want during a month and will not be dropped from the class. This policy was implemented in January 2015 when class fees were instituted.
- **What if I can only attend a few classes in a session?**
 - It depends on how many registrants have purchased a roster spot within a session:
 - If a roster for a session is nearly full, it is recommended to purchase a full session to guarantee your spot.
 - If there is roster availability after registration has closed for a session, dropping-in to a class is recommended.
- **What if I want to try out a class?**
 - The recommendation would be to drop-in on a class to see if it is something you enjoy. Ask for a *Drop-In Pass* at either the Desert Camp Community Center or The Homestead Community Center.
- **Where do I go to sign up for an account or register online for a session?**
 - Read over our *Activity Registration Guide* or call the Community Council at 480.342.7178 for assistance.
- **Can I prepay for several sessions over the course of the year?**
 - Having a monthly registration process keeps it fair for all residents. Preregistration for several months limits the availability for those in the future.
- **What if I can't access my online account?**
 - Call the Community Council at 480.342.7178 or email the communications team for assistance at Communications.Team@dcranchinc.com
- **What if I register for a session and I desire a refund?**
 - The Community Council's policy is that all registrations are non-refundable.
 - However, a refund may be granted under special circumstances and the request must be made prior to the class session.
 - Before registering for an entire session, it is recommended to drop-in and determine if the class is something you enjoy.