

Welcome to the GO Card

New Customer Packet

What Is The GO Card?

- The GO Card is a membership program where members earn points for every dollar they spend on classes and programs with the San Ramon Parks & Community Services Department

How Do I Earn GO Points?

- Every time a GO Card member registers and completes a program points are credited to the member's family account. For every \$10 you spend you will earn 1 point. For example, if you register for a program that costs \$20 you will earn 2 points.
*** Please Note: Points earned are always rounded down, a \$199 program would earn 19 points.*

What Are GO Points Worth?

- Each point is equivalent to \$1 in credit towards future programs you purchase with the San Ramon Parks & Community Services Department.

When Can I Use My GO Points?

- GO Points will be available to use after the program is completed, and program rewards will be posted monthly. No points will be earned if the program is cancelled, or if a refund/transfer/withdraw request is approved.

Can I use my points on ANY program you offer?

- You can redeem your points for many of the programs listed in our quarterly Recreation Guide. Listed below are a few of the programs that GO Card members will not redeem points for.

Recreation Programs That Do Not Accumulate Points Are:

- All Adult Sports Leagues
- Daily Recreation Swim Passes
- Senior Day Classes
- Teen Concerts
- Teen Dances
- Skate Contests (Inline and Skateboarding)
- BMX Track Events

Can I Use My GO Points When I Register Online?

- Not at this time. To pay for a program using points you may mail, fax or walk-in your registration form.



How Long Is My GO Card Membership Valid?

- GO Card Memberships are valid for one year from the enrollment date. The Parks & Community Services Department will send a renewal notice when it is time for you to renew your membership.

Will GO Card Points Ever Expire?

- No. GO Card members can redeem their points at any time. In the event that the Parks & Community Services Department decides to cancel the GO Card program you will be notified and given a minimum of 90 days to redeem points.

How Can I Check How Many Points I Have Accumulated?

- GO Card Members can check points balances by calling 925.973.3200 or 925.973.3350 or it will be available on your registration receipts.



Commitment To Protecting Your Privacy

Personal information provided by GO Card members is used for the administration of the GO Card reward program. Periodically, product and service information is sent, from the GO Card reward program and sponsors, to help you take full advantage of the program. However, the San Ramon Parks & Community Services Department will never provide GO Card Member information to any outside party, including sponsors.

Terms & Conditions

- ❑ The GO Card promotion went into effect March 26, 2004 with the sale of GO Cards and the accumulation of GO Points for programs or memberships purchased beginning March 26, 2004.
- ❑ Once the GO Card is purchased there can be no refunds of the membership fee.
- ❑ The San Ramon Parks & Community Services Department reserves the right to terminate or modify the promotion providing 90 days notice has been provided to our GO Card members.
- ❑ The San Ramon Parks & Community Services Department, from time to time, may have to rewrite, alter or suspend aspects of the promotion, with or without notice.

Terms & Conditions cont.

- ❑ To participate in the program as a GO Card member, you must have currently paid all membership fees. If you do not renew your membership by your renewal date, all GO Card benefits will stop, including point accumulation until the membership has been renewed. Any points accumulated while the membership was active will still be available for use.
- ❑ The San Ramon Parks & Community Services Department reserves the right to suspend any GO Card Membership collector from the promotion, and forfeit accumulated Points, for misuse, misrepresentation and abuse of rules and regulations governing the promotion.
- ❑ This promotion is not valid with any other promotion offered by the San Ramon Parks & Community Services Department.
- ❑ The San Ramon Parks & Community Services Department has relationships with other companies, whereby such other companies may restrict, suspend, otherwise alter or terminate their programs with or without notice to members.

The GO Card

- ❑ The *GO Card* is the property of the San Ramon Parks & Community Services Department and may be unilaterally revoked at any time by the San Ramon Parks & Community Services Department with its sole discretion.
- ❑ The *GO Card* is not a credit card.
- ❑ If your GO Card is lost or stolen a \$3 card replacement fee will apply.
- ❑ The *GO Card* and barcode are registered by San Ramon Parks & Community Services Department in the participant's name.
- ❑ *GO Card* Points accumulate on the family account.
- ❑ The *GO Card* PIN accesses all participants on a family account.

GO Card Points

- ❑ Points accumulate on the family account and may be redeemed by any family member.
- ❑ If you wish to donate your Points to the San Ramon Parks & Community Services Scholarship program, call 925.973.3200 or 925.973.3350.
- ❑ *GO Card Points* will be awarded at the rate of 1 Point for each 10 dollars or portion of 10 dollar spent on each separate purchase at San Ramon Parks & Community Services Department. Points will be posted into the client account at the completion of the program.
- ❑ Points can be used as partial payment, or full payment for the cost of selected programs or services.
- ❑ Points may not be returned or exchanged for cash.



Print Last Name: _____

Print First Name: _____

- Resident
- Non-Resident

GO Card Terms of Use Agreement

I have read and understood the GO Card Rules and Regulation. And I understand that should I, or any member on my family account, violate the terms of this agreement the GO Card and all points may be revoked. I understand once I purchase my GO Card, no refunds of membership fees will be allowed. I also understand the San Ramon Parks & Community Services Department will periodically send me special offers and promotions from outside companies, but will never provide any of my or my family's contact information to any outside company. I understand the San Ramon Parks & Community Services Department may at anytime alter the terms of this agreement, and may otherwise suspend, revoke, make additions to, or change any aspect of the GO Card program. Your signature below designates you as the responsible party for this membership, and therefore will be responsible for informing the San Ramon Parks & Community Services Department of any changes in family status.

Home Phone _____ Email _____@_____

Signature _____ Date _____

For Office Use Only:

- Terms of Use Agreement Signed _____
- Picture Taken _____
- GO Card Mailed to Customer _____



SAN RAMON PARKS & COMMUNITY SERVICES
Creating Community through People, Parks, Partnerships & Programs