

**DEPARTMENT OF COMMUNITY SERVICES
FREQUENTLY ASKED QUESTIONS**

HOW LONG WILL THE AGOURA HILLS RECREATION AND EVENT CENTER CLOSED?

The Agoura Hills Recreation and Event Center has been closed indefinitely. The City is closely monitoring all information from the County of Los Angeles Department of Public Health and the Centers for Disease Control and Prevention to ensure that our participants, volunteers, instructors, and staff are properly protected. The City will reopen its public facilities when it receives notification that it is safe to do so.

IF I HAVE A QUESTION ABOUT THE RECREATION PROGRAMS, HOW CAN I CONTACT THE STAFF AT THE AGOURA HILLS RECREATION AND EVENT CENTER?

If you have a question or inquiry regarding the recreation program or an activity at the Agoura Hills Recreation and Event Center, please email City Staff at agourahillsrec@ci.agoura-hills.ca.us and someone will respond to you within 24 hours.

IF I WAS ENROLLED IN A CLASS THAT HAS BEEN CANCELLED, WILL I RECEIVE A REFUND?

If you were currently enrolled in a class that has been recently cancelled, you will automatically receive a refund. In the case where the class/program/activity had already started, you will receive a pro-rated refund. If the class had not started, you will receive a full refund. Please visit our website, where you can find the Recreation Brochure where it outlines the policy for refunding a class or program. The website is: www.agourahillsrec.org If you have any questions regarding a refund or recreation registration transaction, please email Community Services Staff at agourahillsrec@ci.agoura-hills.ca.us

WILL THE PROGRAMS, ACTIVITIES, AND EVENTS BE RESCHEDULED FOR ANOTHER TIME?

While some programs, activities, and events can easily be postponed and rescheduled, there are some activities that simply will not be able to be rescheduled. Community Services Staff will do everything that they can to ensure that certain programs will go on, but recognize that all of them will not. Participants should continue to check their emails, monitor the website, and reach out to the Community Services Staff if they have questions regarding the programs they are interested in.

IF I AM INTERESTED IN RENTING THE EVENT CENTER FOR AN EVENT IN THE FUTURE, OR I WOULD LIKE TO TAKE A TOUR, WHO CAN I TALK TO FOR MORE INFORMATION?

If you are interested in reserving The Event Center for a future event, please reach out to the Event Center Team via email eventcenter@ci.agoura-hills.ca.us If you are interested in a taking a tour of The Event Center, we encourage you to visit the Photo Gallery on the website while we are closed to the public. The Event Center website is: <http://www.eventcenteragourahills.com/>

WHERE CAN I GET MY TAXES DONE, NOW THAT YOU ARE CLOSED?

The AARP Tax Prep Service that the City was providing is no longer available, due to the AHREC being closed. Residents who need assistance are encouraged to either file for a tax extension or seek and enlist the help from a private tax preparer. Some individuals may qualify for the VITA program through the IRS. Please visit their website to see if you do: <https://www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers>

IF I WANT TO RESERVE A PARK, BALLFIELD, PICNIC SHELTER, OR THE MULTI-PURPOSE ROOM, WHO CAN I CONTACT?

At this time, all City facilities are closed indefinitely to the public and unavailable for rental, which also includes The Event Center. If you currently have a reservation for one of these facilities, and have an upcoming reservation, Community Services Staff will be contacting you to make other arrangements.