City of North Las Vegas
Safekey Program
Frequently Asked Questions (FAQ)

1. How do I register?

Registration forms are available online at www.cityofnorthlasvegas.com and are completed and Submitted electronically.

2. How can I pay?

You may pay Online at www.cityofnorthlasvegas.com, via phone (702) 633-1608, and at any CNLV Recreation Center or the Safekey Administrative Office.

3. Can I just put money on my account?

Our registration system requires transactions to be a.m. or p.m. specific.

4. What happens if my child attends A.M. or P.M. Safekey without being paid for in advance?

A Child cannot stay until a payment is made. They will be escorted to the school office.

5. Can I get a credit/refund for unused Safekey Days?

Once payment has been received, no refunds or credits will be given. A pass may be transferred if notice of non-attendance is given in advance. Transfer of a pass must be requested via phone to the main Safekey office at (702) 633-1608 or an email sent to www.cnlvsafekey@cityofnorthlasvegas.com before the end of business day. Late request will not be accepted.

6. Is there a fee if I am late to pick up my child?

Beginning at 6:01 a late pick up fee of $15.00 will be assessed for every 10 minutes the Participant remain(s) at the Safekey site.

7. Is my credit card information kept on file?

Only by request will the last four digits of your credit card information be kept on file. Before the card may be used, the last four digits of the credit card must be verified.

8. I cannot log in to my online account.

Call the Safekey Office at 702-633-1608 (option 2) and we will assist you.

9. Can I get a Tax Statement for my taxes this year?

Tax statements can be printed out using your online household account. The Safekey office does not provide end of the year tax statements. Please retain your receipts.
Tax ID # 88-6000200

10. Who is authorized to pick up my child?

The only people authorized to pick up a child are the individuals listed on the Participation form. Everyone who picks up is required to show a picture ID.