

Important Registration Information

RESIDENTS: Resident registration begins immediately. Payment must be made in full at the time of registration (unless program states that there is a partial payment option). The Parks & Recreation Department reserves the right to set a cut-off date as necessary.

NON-RESIDENTS: Non-resident registration begins on April 15th, if space is available. There is an additional \$5 fee per person, per program for non-residents. If registering for camp, there is an additional \$20 fee per week/camper. There is also a non-resident fee to join our Community Center Fitness room. See page 8.

REGISTRATION PROCESS: A registration form for classes and trips is inside the brochure. A specific camp registration form is required for all campers. Please take the time to check that all appropriate information has been filled out. Incomplete forms cause confusion and a tremendous amount of follow-up work in our office in order to get the correct information completed. Completed forms may be dropped off at

the office, processed online, or mailed to 1599 Foxon Road, North Branford, CT 06471.

PAYMENT: Payment must be made in full at the time of registration. We accept cash, checks (made payable to the Town of North Branford), and credit cards (if you pay with our online registration). There is a \$20 charge for all checks returned by the bank. Sorry, we do not accept phone registrations but you are welcome to register online.

ONLINE REGISTRATION: You may register with a credit card online at www.nbparkrec.com. If you have registered with us anytime in the past and are currently in our computer system, you can follow the temporary password directions on the town website. If you are NOT in our computer system then you have to sign in as a BRAND NEW USER or simply call our office and we will lead you through the registration process.

Program Policies:

The Recreation Department Respectfully Requests All Participants To Read The Following Carefully:

CANCELLATION POLICY:

All activities are offered on the basis of adequate participation and class limits. The Recreation Department reserves the right to cancel classes which cannot support themselves. One week prior to a program start date a decision will be made to cancel or run the program.

INCLEMENT WEATHER:

Program cancellations/updates due to severe weather will be announced on the Parks and Recreation Department website at www.nbparkrec.com. If schools are cancelled due to bad weather, recreation classes, held within the schools, will also be cancelled. Every attempt will be made to reschedule classes, but no refunds will be given.

REFUND POLICY:

Since programs are self-supporting and commitments need to be made to instructors and staff, the following is the Department's refund policy: A full refund will automatically be given for any program cancelled by this Department.

Once the decision has been made to run a particular program, no refund will be given unless a substitute can be found by this Department, minus a \$10 processing fee, or if there is a medical emergency (doctor's note must be provided).

No refunds will be given for any unused portion of a program. There are no refunds for Bus Trips. If your seats can be filled by our department, we will refund your money minus a \$10 processing fee per seat.

ATTENDANCE POLICY:

Only those persons registered in a program may attend class at any time. Sorry, but "visitors/family" will not be permitted in the classroom unless invited by the instructor.

SPECIAL NEEDS POLICY:

Individuals who need reasonable accommodations in order to participate are welcome in all programs. If you have special needs, please call the Recreation Director, in advance, in order to best serve you.

CLASS CONFIRMATION POLICY:

Written confirmations are not issued for our classes. If you need confirmation, please call. If registering by mail please call our department to confirm the check was received. Our department WILL call you if you did NOT get into the program due to maximum enrollment, cancellation of the class, any changes in the programs schedule or times or any other information we deem necessary.

**North Branford
Chamber of Commerce**



Banded Together For The Community

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