

## **It's Easy to Register for Naperville Park District Programs!**

The Naperville Park District is encouraging its patrons to register online.

### **You may register for programs using the following methods:**

- Online at [www.napervilleparks.org](http://www.napervilleparks.org) using our RecEnroll registration system
- Registration forms may be mailed or dropped off to:
  - Naperville Park District's Administration Building, 320 W. Jackson Ave., Naperville, IL 60540
  - Naperville Park District's South Maintenance Facility, 3415 Book Rd., Naperville, IL 60564
  - Mailed-in and dropped-off registration forms will be accepted from the onset of delivery of the Program Guide. Registration forms will be processed concurrently with online registration in the order they were received. This method of registration is as timely and reliable as the online method.
- Registration forms may be dropped off only to:
  - Alfred Rubin Riverwalk Community Center, 305 W. Jackson Ave. in Naperville
- Phone-in registration: 630-848-5000, 630-848-3615 or 630-864-3094

*Please note: faxed registrations will no longer be accepted.*

### **What You Need Prior to Using RecEnroll:**

1. **Current account information.** Please call the Park District in advance of the registration period to update your family's information including current grade level for children, birth dates, etc. (At this time, customers are not able to make account modifications through RecEnroll.)
2. **An individual bar code and account PIN number.** If you do not have this information, please call the Park District or send an e-mail request to [recenroll@napervilleparks.org](mailto:recenroll@napervilleparks.org) with the text "Bar code and PIN request" in the subject line.

### **To Register Through RecEnroll:**

1. Visit [www.napervilleparks.org](http://www.napervilleparks.org) and click on the "Click Here for Online Registration" link on the home page.
2. Enter your Barcode and PIN.
3. Click on the "Activity Search" tab on the main online registration page.
4. Search for a program by the five-digit program code, keyword or by selecting a category by activity.
5. Click on the "Add" button to add a course to "My Basket".
6. Select the client to register for the course.
7. Your "Basket" will hold all program selections. Continue choosing additional programs by clicking on the "Continue Shopping" or go back to step #3.
8. When finished, click on "Go to Check Out" button.
9. Verify selections, answer appropriate prompts, provide credit card information, and then click the "Complete Transaction" button.

## 10. Print online confirmation.

Our online registration system is secure. We accept payment with Visa, MasterCard, American Express and Discover.

### **Refund Policy**

Refund requests may be made during regular office hours by speaking directly with a Community Relations Associate. Messages left via voicemail or e-mail will not be accepted.

- For refund requests received up to 72 hours prior to the start of a course, the registrant will receive a refund for the course fee minus a \$5 service charge.
- For refund requests made less than 72 hours before the start of a course, the registrant will receive a refund for the course fee minus the prorated cost of the class and the \$5 service charge.
- Once the course is half over, no refunds will be issued.
- Program supplies are non-refundable and will be deducted from the refund total. If the withdrawal or a transfer request is received prior to the start of the course and the tickets and materials have not been purchased, a refund will be issued.
- Tickets including plays, trips, transportation, activities and parking tickets/permits are non-refundable.
- To receive a refund due to a medical reason, a doctor's note explaining the injury or illness must be presented to the Community Relations Department within ten (10) business days of the missed class. If a doctor's note is not presented, our regular refund policy applies. Trip cancellations made at any time for medical reasons will be subject to a cancellation penalty for non-recoverable expenses.
- A refund will not be offered for any one-day programs if notification is received within 72 hours of the scheduled program. Some designated courses have a requirement of one week's notice.
- If the course has begun, a prorated amount will be determined based on the date of request, minus the \$5.00 service charge. Requests will be honored through the course's mid-point unless a refund is requested due to a medical reason.

Day trips and specified programs will be refunded up to eight (8) days before the start of the program and are subject to a \$5 service charge, plus an additional cancellation penalty for non-recoverable expenses incurred by the Park District. Refund requests made seven (7) days or less before the start of a program will not receive a refund. Cancellations made at any time for medical reasons will be subject to a cancellation penalty for non-recoverable expenses.

**Extended Trips:** Overnight/extended trips include cancellation insurance within the cost of the trip. All cancellations will incur a \$5 service charge. Please refer to each individual trip flyer for specific cancellation policies, as each is different. Cancellations for covered medical reasons are directed to the insurance company for a refund of assessed cancellation penalties.

Satisfaction Guaranteed: A full refund will be granted if you were dissatisfied with a Park District class, program, or activity due to circumstances under the Park District's control. Satisfaction guaranteed refund requests must have the approval of the designated Program Manager. Certain programs, services and facilities are currently excluded from the satisfaction guaranteed policy.

### **Transfers**

Program transfers must be made before the second class of a course is held. Transfers can be made only to programs listed in the same *Program Guide*. A transfer must be requested in person or by phone (voicemail will not be accepted) and will be taken care of immediately. When transferring from a trip with a ticket commitment, the registrant is responsible for the ticket expense of the trip from which they are transferring.

### **Class Cancellations/Changes**

Most programs have a minimum and maximum number of openings. If your class is canceled due to low enrollment, the Park District will offer an alternative selection when available. Other options include retaining the program fee in your household account through the next session or providing a full refund. A class may be canceled as early as 10 days before, but generally no later than three days before its scheduled start date.

### **Wait Lists**

The Park District makes every possible effort to add new sessions for classes that have reached maximum enrollment, depending on instructor and space availability.

If your first and second choice programs are full, we will place you on a wait list for your first choice only when registering by hard copy form. Your name will remain on the wait list until the program begins in the event that an opening becomes available. You will be able to waitlist a client and remove a client from a course online.

Please waitlist for one selection per activity. For example, we ask that you waitlist for only one soccer team. If you are registered for a program/activity that offers several times, days, and location choices, please do not ask to be put on a wait list within the same program for a different time, day, or location. Doing so affects our ability to recognize the true need for additional classes, times, and locations. It also prohibits other "wait-list only" customers from being registered in the class if openings occur.

If you would like your name removed from a wait list, please call 630-848-5000. Any time you drop from a waitlist you will lose your placement on the list. We will be happy to process a refund if you have credit on your account. Please note: We do not handle any wait list or course change requests by voicemail or email; you must speak directly with a Community Relations staff member.

### **Postcard Notification**

A confirmation postcard will be mailed to you if you are enrolled in a specific course or if you have been placed on a wait list only if you have registered using a hard copy form, via phone or walk-in. (We will not send blue and yellow cards to those customers who

use the RecEnroll online system for their registrations. You may confirm your registration by printing the confirmation at the end of your online session or through your RecEnroll account.) If you do not receive a postcard before the program starts, please call the Park District at 630-848-5000 or at 630-864-3094 to confirm your enrollment status, or go online to confirm by using your barcode and PIN log in. Refunds are not issued for non-receipt of a confirmation card as we do not guarantee delivery by the US Postal Service.

### **To Register with Friends and Family**

When you and your friends or family members are jointly registering for a program, please state “family,” “friends,” and “dance couples” on your registration form. If registering online, we suggest you do so early in the registration process and at the same time to register as buddies. On your form we may overlook your need if you do not specify it on your registration form(s). Please submit your forms stapled together (limit two). This increases the possibility that you will be enrolled in the same class, but the Park District offers no guarantees. Residents' registration forms mailed in jointly with nonresidents' forms will be processed with nonresidents. Girls' softball registration is not eligible for the “buddy” registration and will be separated to enable fair team formation.

### **Age Requirements**

All preschool and youth participants must be the stated age or grade by the first day of class or must otherwise meet the specified requirements. For age variance approval in junior high, high school, and adult programs, arrangements must be made through the specific Program Manager prior to submitting your registration form and may be done only by phone. Before using our online registration system, please confirm the ages and/or current school grades of all family members in our database.

### **Check Policy**

The Park District charges a \$25 service fee for returned checks. If a participant fails to pay the delinquent funds within seven days, he or she will be removed from the class. The Park District will not honor any future registrations or privileges requested by the participant's household until the outstanding balances are paid in full.

### **Senior Fees**

Senior citizens (ages 60 and up) are entitled to special rates at both Park District golf courses, as well as Centennial Beach. These rates are published in the “Golf” and “Aquatics” sections of the *Program Guide*. Other Park District programs are available (excluding trips or externally ticketed events) to resident and nonresident seniors at a 20% discount. The discount is not available online; to receive this you must request it in person.

### **Nonresident Fees**

Generally, people who are not residents of the Naperville Park District are required to pay higher fees than those charged to Park District residents. Special facilities, such as our golf courses, may have nonresident fees that vary from this. When a school facility is used, the resident and school district resident (SDR) fees are the same. Current account

holders who have a change of residency are required to re-verify proof of residency. Nonresidents who move into the Naperville Park District boundaries may receive a nonresident refund on a registration if the resident resides in Naperville prior to the first class date. The customer has two weeks after the class begins to provide the Park District with proof of residency; after two weeks there will be no refund.

### **School District Resident**

A School District Resident (SDR) is a person that lives within the boundaries of School Districts 203 and 204 and pays taxes to either school district, but does not contribute to Naperville Park District taxes. This would include those who live in a bordering town or those who reside in unincorporated areas of Naperville. These individuals are eligible to pay the SDR rates for programs held at facilities of School Districts 203 and 204. For other programs held outside of the school districts, nonresidents will be charged the nonresident rate.

### **Program Fee Scholarships**

The Park District's Board of Commissioners recognizes that, under certain circumstances, individuals cannot afford to pay the program fees. Individuals may submit an application for consideration to request a full or partial waiver of fees or a payment plan. This application is available at the Park District Administration Building, located at 320 W. Jackson Avenue; completed applications need to be submitted to our Community Relations Department. For more information, call the Park District at 630-848-5000. Please allow at least seven days prior to the start of class for processing the application.

Programs eligible for a scholarship designation include introductory or basic-level programs. Beginning in 2008 Centennial Beach Memberships also will be included. Trips, leagues, and the Naperville Park District preschool are not eligible. Each eligible person may apply for waived fees on one program per *Program Guide*. This program is available to Naperville Park District residents only.

### **Accommodations for People with Disabilities**

People with disabilities are encouraged to contact the Park District at 630-848-5000 or answer the custom prompts when registering online regarding any special accommodations needed for their enjoyment of our programs. People who use the Telecommunications Device for the Deaf (TDD) can reach the Park District through the Illinois Relay Center seven days a week at 1-800-526-0857.

### **Insurance and Waivers of Liability**

Individual accident and medical insurance for program participants is not provided by the Naperville Park District. To participate in any Naperville Park District program, you must sign a waiver releasing the Park District of any liability. This waiver must be signed prior to participating in a program. If no waiver is signed, you may not be allowed to participate, and no refund will be issued under these circumstances. On trips, you may be asked to sign another waiver. Phone-in registrants must have an adult (parent or guardian) submit a waiver prior to or at the first class.

The Naperville Park District is committed to conducting its recreation programs and activities in a safe manner and holds the safety of participants in high regard. As a result, we continually strive to reduce such risks and insist that all participants follow safety rules and instructions that are designed to protect our participants' safety. However, participants and parents/guardians of minors registering for a program must recognize that there is an inherent risk of injury when choosing to participate in recreational programs. You are solely responsible for determining if you or your minor child/ward is physically fit and/or skilled for the activities contemplated by this agreement. It is always advisable, especially if the participant is pregnant, disabled in any way or recently suffered an illness, injury or impairment, to consult a physician before undertaking any physical activity.

### **Participant Behavior**

In keeping with our program goals, we encourage fun for all our participants, however, certain rules are necessary to ensure everyone's safety and enjoyment. Participants are expected to adhere to the following:

1. Show respect for all participants and staff
2. Refrain from using foul language
3. Refrain from causing bodily harm to other participants or staff
4. Show respect for equipment, supplies, and facilities

If a participant continually behaves inappropriately, we will reevaluate his or her enrollment. If the Park District staff or instructors have concerns about a child's behavior, the parents will be consulted immediately.