

Registration Information & Policies - Winter 2009/2010

EARLY BIRD – Online begins Monday, November 16

OPEN REGISTRATION – In-person, Phone, & Mail-in begins Wednesday, November 18

SUMMER DAY CAMP – Begins February 10 for Residents / February 17 for Non-Residents

REGISTRATION INFORMATION

Registration in any of the listed programs is automatically accepted unless otherwise notified by the Parks & Recreation Department.

A valid RecWaiver must be on file for each participant before registration can be accepted. Adult participants or the parent/legal guardian of a youth (under the age of 18) participants must complete, sign and submit a RecWaiver for each person who is interested in participating in our scheduled activities. Online registration and renewal is available at <https://parks.uaoh.net>. **NEW THIS YEAR!!** - Your RecWaiver is valid for one year from the date submitted. A renewal reminder will be sent.

Registration for recreation programs can be completed in one of four ways:

- **Register online at <https://parks.uaoh.net>. - begins November 16.** You must have your user name and password and your credit card information. If you have not previously requested your online password, you may do so by calling our office at 583-5300.
- **Register by mail - begins November 18.** Use the registration form provided and mail to Parks & Recreation, City of Upper Arlington, 3600 Tremont Road, Upper Arlington, Ohio 43221.
- **Register by phone - begins November 18.** Call 583-5300 during our hours of 8 am-5 pm to register using a MasterCard or Visa.
- **Register in person - begins November 18.** Stop by the Municipal Services Center at 3600 Tremont Road during our hours of 8 am-5 pm or use our after hours drop-box in our Kenny Road parking lot.

NON-RESIDENT FEE POLICY

A non-resident surcharge is in effect for most programs, unless otherwise indicated. This surcharge is 10 percent per program registration and \$50 per team in league-conducted team sports.

FAIR SHARE RESIDENT POLICY

The City of Upper Arlington Parks & Recreation Department is largely supported through City tax dollars. Therefore, to be considered a "Resident (R)" in our registration process, you must live or work within the Upper Arlington City limits. Proof of residency and/or proof of work may be required at the time of registration. Proper proof includes official documentation with your name and current address, such as a driver's license, payroll check, utility bill or lease agreement. "Non-resident (NR)" applies to all others.

ONLINE REGISTRATION

Online registration is available for recreation programs, RecWaivers, Shelter House Reservations, Pool & Tennis Passes and Day Camp Punch Cards. In order to register online you must obtain a user name and password by calling the Parks & Recreation Department at 583-5300. Registration is available online at <https://parks.uaoh.net/>. If you do not have a valid RecWaiver on file, you will need to register for one prior to registering for a recreation program. Be sure to select the family member who will be participating. When shopping is completed, proceed to the checkout screen. Payment can be made with a VISA or MasterCard. A receipt with the transaction details and any special instructions will be sent to the e-mail address on file with our department.

AMERICANS WITH DISABILITIES ACT (ADA)

If you or someone you know has a disability and is interested in attending or participating in programs, activities or services, the Parks & Recreation Department makes reasonable accommodations to facilitate that opportunity. Please contact the department at least two weeks in advance of the program to discuss any necessary accommodations.

The City's Telecommunication Device for the Deaf (TDD) telephone number is 442-3216.

PROGRAM ACTIVITY, SAFETY TOWN AND SWIM LESSON REFUND POLICY

CANCELLATIONS

IF WE CANCEL – The Upper Arlington Parks & Recreation Department reserves the right to cancel programs due to insufficient enrollment or other unforeseen circumstances. Participants are notified and full refunds given. Credit card refunds are issued within three days of the program being canceled; check refunds may take up to 30 days from the date the program is canceled.

IF YOU CANCEL – To cancel a registration, participants must contact the Upper Arlington Parks & Recreation Department office at 583-5300 with a follow up in writing. Instructors are not authorized to issue refunds or credits.

REFUNDS – Refunds are issued if we are notified of the canceled registration at least five (5) full business days in advance of the start date of the program. Credit card refunds are issued within three (3) days of the program being canceled; check refunds may take up to 30 days from the date the program is canceled. A processing fee of \$5 is assessed for each canceled registrations. No refund is made if the cancellation drops the enrollment below the required minimum participation level.

CREDIT VOUCHERS – A credit voucher is issued if our office is notified less than five (5) full business days in advance of the start date of the program but before the day the program begins. For weekend classes, notice must be given by the end of business hours of the last business day prior to the start of the class, activity, or program. A processing fee of \$5 is assessed for each canceled registration.

Credit vouchers may not be redeemed for cash, are not transferable and are valid for one (1) year from date of issue. Credit vouchers for recreation programs may be applied toward future Recreation Division, Senior Center or Tennis fees and credit vouchers for swim lessons may only be applied toward registrations for future aquatics programs. Credit vouchers are

mailed to the registration address. To redeem, please mention your credit voucher at the time of registration.

No credits or refunds are issued on or after the day a program or swim lesson session starts. We are unable to accommodate requests based on family emergencies, business travel or changes to your personal or work schedule.

If you are unable to participate in a program or swim lesson session due to a personal medical condition, you must provide a physician's statement on the physician's office letterhead stating the medical condition and restrictions. Consideration for a refund/credit voucher is made on a case-by-case basis. A decision is made within five (5) business days of receiving the physician's statement. A processing fee of \$5 is assessed for all registrations canceled due to a medical condition.

GIFT CERTIFICATES

Gift certificates are available for purchase at the Parks & Recreation, LifeLong Learning & Leisure and/or Senior Center offices and may be used toward programs and passes. LifeLong Learning & Leisure and Aquatic gift certificates are only redeemable for their specific programs. Gift certificates and items purchased with a gift certificate are non-refundable and non-transferable.

LATE PICKUP POLICY

In the event that you are unable to pick up your child on or before the scheduled program end time, late charges will be billed to the primary guardian according to the chart below. Persistent late pick-up will result in dismissal from the program at the discretion of the program supervisor.

1-15 minutes late	\$15
16-30 minutes late	\$35
31-45 minutes late	\$60
46-60 minutes late	\$100
61-120 minutes late	\$200
121 minutes or more	Children's Services is called

FACILITY REFUND POLICY

IF WE CANCEL – The Upper Arlington Parks & Recreation Department reserves the right to cancel any facility/ball field reservation or to close athletic fields. If this situation occurs, a full refund is issued.

IF YOU CANCEL – To cancel a reservation, you must contact the Upper Arlington Parks & Recreation Department (583-5300) with follow-up in writing.

REFUNDS – A refund is issued if the Parks & Recreation office (583-5300) is notified 30 days in advance of the reservation. Refunds are by check or credit to a credit card. A processing fee of \$5 is assessed for all canceled reservations.

CREDIT VOUCHERS – A Parks Facility credit voucher is issued if our office is notified no less than five (5) full business days prior to the reservation. Credit vouchers must be applied toward future facility reservations. Credit vouchers may not be redeemed for cash. Credit vouchers are not transferable and are valid for one year from the date of issue. A processing fee of \$5 is assessed for all canceled reservations.

No refunds or credit vouchers are issued if the Parks & Recreation office is notified less than five full business days in advance of the reservation date.

Refunds for emergency or hardship cases are made on a case-by-case basis. All decisions for a refund are at the discretion of the Parks & Recreation Director.

INCLEMENT WEATHER – Athletic fields are rescheduled or refunds issued in case of inclement weather and the playing field is too wet for play to commence. A recorded message is placed on the Parks & Recreation hotline (583-5345) to notify all users of field cancellations. Refunds are not issued for shelter house reservations canceled due to inclement weather. All shelter houses in our system are completely enclosed and, therefore, not subject to weather cancellations. Facility users assume the risk of undesirable weather conditions when reserving a facility.

SWIMMING AND TENNIS PASS HARDSHIP TERMINATION

All swimming and tennis pass sales are final except when hardship criteria can be documented. Requests for Hardship Termination are evaluated on a case-by-case basis and must be submitted in writing to the Aquatics & Park Facilities Manager. All passes must be attached to the written request. Season pass fees may be refunded or issued as a credit voucher and are pro-rated from the start of the season regardless of use. For the 2010 season, requests are not accepted after August 9, 2010. A processing fee of \$5 is assessed for all hardship requests upon approval.

The following criteria must be met to qualify for a Hardship Termination:

- **Personal medical condition** – provide a physician's statement on the physician's office letterhead stating the medical condition, dates and specifics of restrictions.
- **Relocation** – outside a 25-mile radius of the Municipal Services Center – provide proof of relocation – deed or lease agreement.
- **Patron death** – copy of Death Certificate or obituary.

EMAIL ADDRESSES

Email addresses are a valuable communication tool used by the City of Upper Arlington to provide class updates and time-sensitive announcements. The City will not seek to provide your personal household information to other entities; however some information is subject to the Ohio Public Records Law; therefore the City may be required to release the information.

PHOTO RELEASE

Photographs are occasionally taken at Parks & Recreation programs and activities for use in future promotions. By registering for any program or activity, you agree to allow publication of photos taken during participation. If you prefer not to be photographed, please notify the photographer.