



Wilbraham Parks & Recreation Registration and Program Policies

REGISTRATION INFORMATION: ► Online registration may be done for most programs once you open an online account.

- In-office registration is held Monday - Friday from 8:30AM to 4:00PM at the WPRD office. Registration by mail will be accepted with proper registration forms and payment. Please don't mail a check without a registration form.
- Out-of-town registrations are welcome for indicated programs, with an additional charge.
- All programs are offered on a first-come, first-serve basis. Late registrations will be accepted based on available space. Late fees may apply.
- The WPRD is not able to accommodate teams requests. If your child has an extenuating circumstance, please contact the WPRD.
- All dates, times, and prices are subject to change at the discretion of the Parks & Recreation Director and/or the Recreation Commission

REGISTRATION DEADLINES:

Deadlines are used as a tool to determine whether there is enough interest in a program to run it. Late registrations will be accepted based on available space.

LATE FEES:

Late fees for all activities will be assessed the first day after the registration deadline in the amount of \$10.00 and increase to \$20.00 after ten business days. Late fees are not assessed to penalize, but to encourage residents to register on time so the staff has sufficient time to plan programs, order enough program supplies and meet various league requirements. Late fees are not refundable.

REFUND/CANCELLATION POLICY:

The WPRD reserves the right to cancel, postpone or combine classes, adjust costs and change coaches, location or instructors or refund policies. In the event a program is cancelled by the WPRD, you will receive a full refund. Generally for recreational sports programs, if you notify the WPRD prior to the registration deadline, you will receive a refund minus an assigned administrative charge. Each program run by the WPRD has unique constraints. Check the form or call the WPRD for the specific refund policy on the program you are registering for at the time of registration. **Generally, no refunds are given once registration has ended.**

RETURNED CHECK POLICY:

Checks returned for insufficient funds are subject to a \$25 charge. This fee is to be paid by cash only.

WAITING LISTS:

All registrations are accepted on a "first come-first serve" basis. If your desired program is filled, you will be notified and placed on a waiting list. When and if an opening becomes available, we will go to the waiting list to fill the spot.

PROMOTION:

For promotional purposes, photographs/videos may be taken of participants and posted in printed material or posted on a website or other promotional material. If you do not wish to have your child's photo taken, please notify the WPRD in writing prior to the program start as well as notifying the photographer and/or class instructor or coach.