

Northampton Recreation Department Policies & General Information 2008

Registration: Cut out the registration form and enclose the correct fee. If using mail in, drop slot or fax registration, be aware that you are registered unless we inform you otherwise. Registrations are accepted on a first come first serve basis.

Payment: Make checks payable to the City of Northampton. We accept VISA, MASTER CARD and DISCOVER. Full payment must accompany your registration. The only exceptions are KidZone, Adventures in Recreation, and Teen Expeditions, in which 50 % of total balance must be paid at the time of registration. **All balances are due two (2) weeks prior to the start of the program.**

Full Programs: Registration may be limited due to subject matter, space limitation and leadership ratio. If a program is filled, your name will be placed on a waiting list. If this happens you will be notified by phone and your payment will be returned.

Refund Policy

Refund requests must be made in writing to the Recreation Department.

Programs:

- A full refund will be given when a program/trip is cancelled.
- All requests must be submitted at least one week prior to the start of the program.
- There is a \$10 service charge for all refunds. If a program fee is less than \$10, 50% of the fee is charged.
- There are no refunds once a program begins.

Trips

- Refunds for trips will not be given unless one of the following occurs:
- The trip is canceled.
- A replacement is found to take the trip.

Memberships

- Refunds will only be given in case of physical impairment. Proper medical documentation is required. Refunds are prorated from the day the membership was purchased to the day the request is received.

Please allow 4-6 weeks for your refund check to be processed.

Any programs with special policies void the preceding.

Financial Assistance: Confidential applications may be made to the Recreation Department, if a hard ship exists the applicant may be granted a reduction in fee at the discretion of the Recreation Staff. All participants are required to pay at least 50 % of the program fee.

Photographs of Activities: Occasionally Northampton Recreation Staff will take pictures of our programs for use in our program guide. If you or any member of your family is a participant of a program and DO NOT wish to have a picture of you used, please contact our office at 587-1040 before the end of the program. By not contacting our office, you give permission for use of activity photos in Northampton Recreation Department's promotional material.

Inclement Weather: Evening programs will be cancelled after 3:30 p.m. in the case of inclement weather. Call the Recreation Department's cancellation hotline at 587-1044 for cancellation information. Cancellations will also be posted on www.northamptonma.gov/recreation.