

## Program Registration Information

### ***How do I sign up for classes/programs?***

Harrisonburg Parks & Recreation offers many different ways to register for classes and programs. Plan to register for classes and programs as early as possible. Space is limited and many fill up very quickly.

- Online
  - o <https://store.harrisonburgva.gov/webtrac/>
- Phone
  - o 540-433-9168; Monday – Friday, 8am-5pm (Administrative Office)
  - o 540-433-2474; Monday – Friday, 5pm-9pm; Saturday, 9am-5pm; Sunday, 1-6pm (Community Activities Center)
  - o Credit card payment (Visa/MC) is required for all phone registrations. Please have the activity # from the activity guide when you call in.
- In-Person
  - o Registrations are taken in-person at the following locations:
    - Parks & Recreation Administrative Office (305 South Dogwood Drive)
      - Monday – Friday, 8am-5pm
    - Community Activities Center (305 South Dogwood Drive)
      - Monday – Friday, 8am-9pm; Saturday, 9am-5pm; Sunday, 1-6pm
    - Lucy F. Simms Continuing Education Center (620 Simms Avenue)
      - Monday – Friday; 8am-5pm
    - Westover Swimming Pool (305 South Dogwood Drive)
      - Monday – Friday; 8am-9pm
      - ***Aquatic classes/programs only***
- Mail
  - o Please remove the registration form from the activity guide and complete the form and enter your credit card (Visa/MC) information requested, expiration date including the amount of payment or attach your check payment with application and mail to:  
Harrisonburg Parks & Recreation, 305 South Dogwood Drive, Harrisonburg, VA 22801

### ***When does registration begin?***

Registration for Harrisonburg residents begins on Monday, December 1, 2014 at 8am. Registration for Non-Residents begins on Tuesday, December 2, 2014 at 8am.

### ***Payment Methods***

- Full payment for services must be made at the time of registration. We accept cash, checks or credit cards (Visa or MasterCard) for all registration payments. Checks must be made payable to Harrisonburg Parks & Recreation.
  - o All returned checks will be subject to a mandatory \$35 fee per city code 4-1-37

### ***Registration Confirmation***

Once your registration is processed, a receipt will be emailed (if one is provided) to you to confirm your enrollment. If you do not receive a receipt, please call 540-433-9168.

### ***Late Registration***

No class or program registration will be accepted after the second class has been held. Individuals registering late will be required to pay the total fee – fees will not be pro-rated.

### ***Class Minimums***

- Each specific class has a class minimum (set by instructor and programming staff) that needs to be met for the class to be held.
- When the minimum has not been met, a Parks & Recreation staff member will notify those that are registered at least 3 business days prior to the class beginning. If that occurs, a full refund will be issued according to Refund Policy below.

### **Refund Policy**

1. If a program is cancelled by Harrisonburg Parks & Recreation due to minimums not being met, instructor availability, or schedule conflicts, a refund for the full amount will be issued via the customer's choice of refund options (see below).
2. If an individual chooses to cancel his or her registration prior to the class beginning, he or she will receive a full refund minus a \$10 administrative fee via the customer's choice of refund options (see below).
  - a. If you are transferring from one section to another section of the same class or taking a household credit, you are not subject to the \$10 administrative fee.
3. If an individual chooses to cancel his or her enrollment on or after the first day of class, **NO** refund will be issued.
4. Notes –
  - a. No refunds will be issued for less than \$10
  - b. Customer will receive a refund unless there is an existing household balance. In such a case, this refund will be directly applied as a credit to that balance.
  - c. The \$10 administrative fee is applied to each class withdrawn.
  - d. Refunds will be handled through the administrative office from 8am-5pm, Monday-Friday

\*\*This refund policy does not apply to the SOAR after-school program, SOAR Summer program or Westover Preschool. For more information, please call 540-433-9168 for Westover Preschool and 540-434-2474 for SOAR.

### **Refund Options**

1. **Household Credit** – if the customer wants to have the refund posted to his or her account, a credit will be issued. Household credits can be used towards the payment of future Parks & Recreation classes, programs, passes, and facility rentals.
2. **Check** – if the customer paid by cash or check and would like a check issued from the City Finance Department, a check will be issued within 2-4 weeks.

3. **Credit Card** – if the customer paid with credit card, he or she can have a refund applied to the credit card that was used during registration. Credits may take 3-5 business days to appear on customer's statements after processing.

Harrisonburg Parks & Recreation does not refund cash.