

# General Information for the Parks and Recreation Department

## Registration Information

Registration is required for most programs offered by the Parks & Recreation Department. **In general, participation is restricted to residents of the Town of Eastchester and the Villages of Tuckahoe and Bronxville and students who attend the 3 public schools in the Town.** Registration for programs is online. Registration for most programs is limited and will be accepted on a first-come first-served basis.

For most programs, full payment is expected at the time of registration, and program fees will not be prorated. If at any time you have any questions or concerns regarding any of our programs, please call our office at 771-3311. The Recreation Department Office is located on the first floor of the Town Hall Building at 40 Mill Road; please feel free to stop by on any weekday between 8:30 AM and 4:30 PM.

If you wish to receive e-mail notifications with up-to-the-minute information about what is happening in the Town of Eastchester, you can place yourself on the Town's e-mail distribution list. Simply go to the Town website's home page, click on the "E-mail Notifications" tab at the middle of the page, fill in your information, and submit it.

## ***Waitlists for sold out programs***

Sometimes programs sell out. If a program sells out you can register your child on a waitlist. The way a spot will open in a program is if someone drops out of the program. If that happens and a spot opens up, the Recreation Department will contact you.

## **How to Watch a Good Program Be Eliminated**

Nothing kills a recreation program faster than residents who wait until the last minute to register. There is a point when a program must be canceled or modified if there is insufficient registration. All programs require a high level of coordination, often including facility scheduling, staffing, volunteer recruitments, and purchasing of supplies. *PLEASE REGISTER EARLY!*

## **Fee Policy**

The Recreation Department maintains a policy, which requires individuals in programs to help defray costs involved. Fees have been established for each program based on the costs of operating the program and the nature and the number of individuals served.

## **Refund Policy**

Generally, refunds are granted only if a program is cancelled by the Recreation Department. The Recreation Department reserves the right to cancel any program and issue appropriate refunds whenever it is considered in the best interest of the Department. Registrants assume full responsibility for any changes in their personal life, which may affect their ability to participate. In rare cases, a participant may encounter an unforeseeable, and unavoidable situation that they feel may warrant a refund of fees paid. These situations will be reviewed on an individual basis by the Superintendent, who will then make a refund determination. **A \$25.00 processing fee will be retained by the Town in all cases that refunds, partial refunds, or program transfers are granted. (Camp refunds require a \$100.00 processing fee.) For all refunds, an email must be sent to [recreation@eastchester.org](mailto:recreation@eastchester.org)**

## **Insurance**

The Town of Eastchester does not provide accident insurance for any of its programs. All persons participate at their own risk and should make certain that they have their own insurance.

## **Photos**

The Town of Eastchester reserves the right to use program or event photographs in Recreation Materials.