

West Bloomfield Parks and Recreation Registration Information

As of November 2016

Registration Information

West Bloomfield Parks and Recreation staff processes all program registrations. There are 3 easy ways to register. Please note that some programs do require paperwork to accompany payment, therefore phone nor online registration is an option. For security purposes, credit card information should not be emailed and can be called in over the phone.

Walk In or Mail:

Register at the Recreation Activities Center, 4640 Walnut Lake Rd, West Bloomfield, MI 48823.

Office Hours are Monday-Thursday, 8am-7pm and Fridays 8am-4:30pm. Closed Saturdays and Sundays as well as some Holidays. Please do not use mail if time sensitive and keep a copy for your records before you send it.

Phone: 248-451-1900

Online: www.westbloomfieldparks.org

Online registration is available for most of our programs and classes. In order to register online, you must have an account set up. **For new customers**, click "Create A New Account" and follow the prompts to set up your online account. **If you have registered or rented a facility with West Bloomfield Parks and Recreation (in person or by phone), click "Reset Password"** as we have a new registration system as of December 5, 2016. Follow the steps to reset your password. Once this is done initially after December 5, you won't need to do this again. When in doubt, please call or email our office in order to avoid a secondary account being created.

Other Important Registration Notes:

- Register before the start date of your class. Some classes have registration deadlines in the class descriptions and late registration fees do apply.
- Onsite registration is not accepted at the first day of class.
- Once you are registered, plan to attend class unless otherwise notified. You will be contacted by phone or email only if a class is cancelled or there has been a class change.
- Some classes require material fees and are noted in the class descriptions in the brochure. Material fees are paid directly to the class instructor at the first class.
- Programs will not be prorated due to missed dates on the participant's behalf.

Payment:

For your convenience, we accept cash, check, Visa or Mastercard. If joining late and the class is less than halfway through a session, registrations **are prorated** except for nature programs nor Camp WB. **Classes cannot be prorated for anticipated missed/skip days.**

Non-Sufficient Funds Fee (NSF):

There is a \$35 fee for all check, charge and debit transactions returned for reasons of non-payment and you will be unenrolled in the activity until all activity fees and NSF fees are paid.

Waivers:

General Waivers must be signed before the start of your program. General Waivers are attached as a separate document with your emailed receipt. Waivers are needed on an annual basis per participant. If registering for a Camp, a Camp Waiver will supersede the General Waiver.

Receipts:

A receipt will be emailed to you upon registration, by any of the above methods. If applicable, receipts will include important notes and reminders. Please include a valid email address or update your online account when registering. If you have not received an emailed receipt, please call to verify registration status.

Non-Resident Fees:

Residents are defined as taxpayers to West Bloomfield Township. Non-residents are allowed to register for most of our programs. The general guidelines for setting non-resident fees are as follows: \$5 is added for every \$50 increment.

Discounts:

Some programs are discount-eligible. Programs NOT eligible for discounts are: nature, ticketed events, trips nor events.

- For those programs that are eligible for discounts, customers receive a \$5 discount by registering at least seven (7) days prior to the class start date of the program.
- A “Featured Class” is announced weekly and can sometime include up to a 50% discount. These announcements are only offered for a stated timeframe. Automatic adjustments will be made for people already enrolled in a “Featured Class”. Discounts or gratis are not given to Independent Contractors, employees, volunteers or their family members. The Independent Contractor’s contracted percentage will not be deducted on the rare occasion where their program was selected as a “Featured Class” or where a discount or a voucher for a program is issued by WBPRC to a charitable entity or fundraising endeavor.

Free Events & Trips (for those that require advance registration):

Cancellations of a free event or trip require a 24 hours’ notice in order to be in good standing and eligible for registration in the next brochure of offerings, unless a doctor’s note is provided. Additionally, this allows us the courtesy to contact the next person on the wait list, as many of our free events and trips are full and are generously sponsored by a local business.

Financial Aid/Scholarships:

There is a financial aid program available to West Bloomfield residents 17 and younger. The program is designed to assist West Bloomfield families in a financial way by subsidizing the cost of programs, classes and summer camps. Annually, West Bloomfield Parks and Recreation will fund a specific amount of money for use as matching funds for the requested program. Program criteria and the application process can be found online at www.westbloomfieldparks.org or by calling 248-451-1900.

Code of Conduct and Suspension Policy:

The West Bloomfield Parks and Recreation strives to provide premier facilities, programs and service so that residents have the opportunity to participate in high quality, diversified fitness, recreation, social and educational opportunities. Guests and participants are entitled to responsive service in a welcoming, safe and enjoyable atmosphere. At the same time, West Bloomfield Parks and Recreation expects reasonable and appropriate behavior from those who call our Department, visit our facilities and participate in our programs. For more information on West Bloomfield Parks and Recreation's Code of Conduct and Suspension Policy or to request grievance procedures, contact the Parks and Recreation Director at 248-451-1900.

Americans with Disabilities Act (ADA) Policy:

The Americans with Disabilities Act ensures equal access to public services. West Bloomfield Parks and Recreation recognizes and accepts responsibility for serving all people and will make reasonable accommodations in order to serve persons with disabilities in our programs and at our facilities; therefore, our Department cannot exclude people with disabilities from programs unless their presence would pose a direct threat to the health or safety of others or require a fundamental alteration of the program. We must make reasonable modifications to integrate children, parents and guardians with disabilities into our programs. For more information on West Bloomfield Parks and Recreation's ADA compliance or to request grievance procedures, contact the Parks and Recreation Director at 248-451-1900.

Stay Informed

- ✓ Check www.westbloomfieldparks.org for featured classes. Sign up for our Recreation Leader email newsletter that goes out weekly, by going to the very bottom of our website and entering your email address.
- ✓ LIKE us on facebook by searching West Bloomfield Parks and Recreation.
- ✓ Follow us on twitter @WBParksRec.
- ✓ Subscribe to our YouTube channel, West Bloomfield Parks and Recreation.
- ✓ Find us on Instagram at wbparksrec.
- ✓ Find us on Pinterest at wbparks.
- ✓ Tune in to **Civic Center TV**. This channel is a service of the Greater West Bloomfield Cable Commission, providing live and on-demand meeting coverage, community programming and local information on Comcast (channel 15), AT&T (channel 99) or online at civiccentertv.com.

Contact Us

Phone: 248-451-1900

Email: wbparks@westbloomfieldparks.org

Online: www.westbloomfieldparks.org

Drop Box: Drop boxes are located at the Recreation Activities Center as well as the Family Aquatic Center for after-hour registrations. Drop boxes are checked in the mornings, Monday-Friday.

Cancellations/Refunds/Transfers

Below are the guidelines that we use to determine a cancellation or refund, as well as our answers for those who request to be transferred from one activity to another.

Cancellations including Inclement Weather:

The West Bloomfield Parks and Recreation reserves the right to cancel an activity due to low enrollment, inclement weather, class instructor illness or circumstances beyond our control. School cancellations do not mean that West Bloomfield Parks and Recreation programs will be cancelled. Under usual circumstances, participants will be notified **of a cancellation by email or by phone**. In some circumstances, cancellations will also be recorded on the main Recreation Activities Center phone line. The West Bloomfield Parks and Recreation will make every effort to reschedule the activity. If a make-up is not possible, a partial refund will be provided in the form of a household credit.

Transfers:

If requested prior to the beginning of your class, a \$10 administrative fee will be charged for **each** patron-requested transfer. There is no charge for event ticket time change requests. There is no charge for a class instructor/staff requested transfer. In regards to facility rental date transfers, transfers will be granted based on availability and will incur a \$20 administrative fee at the time of the request. We prefer two week's notice on all facility rental date transfer requests.

Refunds Due to a Cancelled Class:

All classes have a certain minimum number of participants that must be registered or the class will be cancelled. If West Bloomfield Parks and Recreation cancels a program, you will receive a full refund in the form of a credit. This credit will be applied to your household account and may be used for future registrations or you may choose to have your credit refunded back to your credit card or by check (if original payment was paid by cash or check). Check refunds may take up to 4-6 weeks to process.

Patron Requested Refunds:

Below are the parameters that patron requested refunds are issued:

- **Refund requests due to medical reasons**-Unless stated otherwise in the program description, if your refund request is medical in nature, please provide a doctor's note with date of ineligibility of participation and those dates will be fully refunded (less the dates you attended before the medical issue) and no administration fee will apply. Ineligibility of participation dates must be within the dates

you are requesting a refund for, otherwise request cannot be honored. Requests must be made before the last class/camp date. The doctor's note must be received within two weeks of the request.

- There are **no refunds for one day events, one day classes nor swim passes.**
- **Refunds for Classes and Swim Lessons**-Refunds must be requested before the start of the second class, less a \$10 administrative fee. There will be no refunds given after this timeframe. This applies to contractual classes.
- **Refunds for Trips**-If the registration fee is more than \$10 and can be re-sold to another participant, a full refund will be given less a \$10 administrative fee. If less than \$10, the entire registration fee is forfeited.
- **Refunds for Adult Softball**-If the team can be replaced with another team, a full refund will be given less a \$10 administrative fee. No refunds once a schedule has been published or two weeks prior to the beginning of the season, whichever comes first.
- **Refunds for Camp WB (including Latchkey), WB Nature Camps and all contracted camps**-Refunds must be requested by the Tuesday prior to (the first day of) Camp by 7pm, less a \$10 administrative fee. There will be no refunds given after this timeframe.
- **Refunds for Facility Rentals**-If notice is given 30 days prior to the rental reservation date, a full refund will be given less a \$20 administrative fee. Refunds will not be granted with less than 30 days remaining prior to the rental date. If a rental must be cancelled due to the weather at the patron's request, a refund will not be issued, however every attempt will be made for a rescheduled date during the calendar year.