

Registration, Withdraw, and Refund Policy/Delayed Opening and Closing Guidelines

Kent County Parks and Recreation aims to provide our patrons with program satisfaction. We understand that from time-to-time your schedule changes which requires you to cancel. However, KCPR depends on your enrollment for successful programs. All of our programs/activities have a minimum and maximum enrollment. Programs that don't meet the minimum enrollment are subject to cancellation. In order to maximize our programs, we have established these refund policies. Please read them prior to enrollment. Other refund policies may apply to specific programs/activities. A late fee may apply if registration is not completed by the deadline. Refund requests are processed by our County's Finance Department and a check is sent via mail. Please allow 2-3 weeks.

Program Registration

Online registration is available for most programs. However, our friendly Parks and Recreation staff are happy to take your registration and payment in person at our Welcome Desk. All registrations are accepted on a first come, first served basis.

Some programs allow registration to be completed online without submitting payment when registering. If this option is available, you will be required to submit full payment via mail or in-person within (3) days of registering but no less than (3) days from the program's start date. Payment is required to be made online if registering less than (3) days from the program's start date.

Unless otherwise stated, registration will remain open until maximum enrollment is met (except for some sports programs that will close 2-4 weeks before the program start date). If the program meets maximum enrollment, the program will be closed and no other patron will be able to register, so it is important to register early.

Program/Activity Waiting List

KCPR establishes a patron waiting list as soon as a program/activity is full. As or if/when vacancies occur, we will offer enrollment to the first person on the waiting list, then the next and so on. If you are placed on the waitlist, you will not be charged. If a spot becomes available, you will be notified and given directions on how to pay for enrollment.

Program/Activities (A withdraw form must be completed and emailed to info@kentparksandrec.org)

- A non-refundable \$10 processing fee will be charged on all withdraw/refund requests.
- When approved for a refund, the supplies and/or shirt/uniform fee will be deducted from the refund if applicable.
- No refunds will be issued for programs/activities after the second practice/date (unless a medical reason), An email to info@kentparksandrec.org must be submitted with explanation to be considered for a refund.
- Full refunds will be issued if the program/activity is cancelled by KCPR.

Summer/Winter Camps and Afterschool

A withdraw request form must be received via email to info@kentparksandrec.org a minimum of 21 days in advance for a full refund (excludes the non-refundable deposit). No refunds will be given with less than 10 days' notice.

Facility/Pool/Athletic Fields and Pavilion Rentals

Cancellation requests must be in writing to info@kentparksandrec.org 30 days prior to an event to receive a full refund. Cancellations requested 11-30 days prior to event will be refunded at 75% plus deposit. Requests of cancellation less than 10 days prior to event will be refunded at 50% plus deposit. If within 7 days of signing your

contract you request a reschedule, we will accommodate your request one time (depending on availability). You must hold your event on the rescheduled date. Except for your security deposit, no refunds will be returned if the rescheduled date is not used or gets cancelled. If you book your event less than (14) fourteen days before the event date, you forfeit the ability to cancel, request changes, or receive any monetary refund.

Swimming Pool

All swimming pool fees are non-refundable and non-transferable. Swimming pool vouchers will be issued to patrons who must vacate the premises less than 30 minutes upon arrival due to weather, mechanical issues, or fecal matter. Patrons must present their receipt and surrender their wristband to pool cashiers to receive a pool voucher.

Bus Trips

Refunds will not be issued for trips, unless the trip is full, and we are able to resell your seat to another individual or the trip is canceled and cannot be rescheduled. Resale is from the KCPR waiting list. If you wish to transfer your tickets to someone you know, please inquire at our welcome desk.

Rainout Line

Patrons are required to sign up to receive alerts from our Rainout Line Alert Notification Platform for notifications for program/activity cancellations and changes due to weather or any other reason. **KCPR does not make individual contact to program participants for program closings/changes/updates** to the public for weather closures/cancellations pertaining to the Kent County Community Center (KCCC), Parks & Recreation/Office (KCPR), swimming pools, parks, athletic fields/ball diamonds, events, etc. The Rainout Line platform pushes updates out via text message, email, on Facebook and on our website. An app is available to download on smart devices and a call-in hotline (410-429-1401) is also available. Users can select the method they would like to receive alerts by signing up from <https://rainoutline.com/search/dnis/4104291401>. Text alerts are limited to 140 characters so the full alert may not be displayed and may need to be viewed using another method.

Program Delayed Openings and Closings

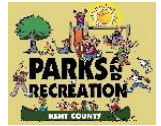
In general, if Kent County Public Schools (KCPS) are closed, close early, or cancel evening programs, all programs at public school sites are closed. Kent County Parks and Recreation (KCPR) youth programs at the Kent County Community Center (KCCC) are open when county facilities remain open. KCPR adult programs at county facilities (Community Center) will be open when county facilities remain open. If KCPS cancel after school or evening activities due to weather, or any other reason, all KCPR programs at all locations are canceled. All programs are TBD pending Kent County Government opening. All programs are closed when the Snow Emergency Plan or the State of Emergency Plan is in effect. In consideration of other relative factors, programs may be determined to remain open or be canceled when Emergency Plans are in effect and will be determined case by case.

KCPR reserves the right to:

- Cancel or alter any program/activity that does not meet minimum registration requirements or for any reasonable cause (including emergencies).
Deny registration or entry into any program/activity when deemed necessary to assure public safety.
- Expel a participant from a program with no refund after notifying participant/parent or guardian of ongoing issues or concerns.
- Photograph programs and participants for publicity and archiving purposes.
- Adjust program/activity details published on our website, schedule of programs/activities, flyers, and registration forms (including but not limited to, fees, locations, instructors, times, days, and dates).



**DEPARTMENT OF PARKS & RECREATION
YOUTH PROGRAM WITHDRAWAL/ATTENDANCE CONFIRMATION**



Parents, we need your help!

Please only complete this form to: Withdraw your child from the program.
(This form must be completed for a refund). OR

If your child has not regularly attended and you want to keep him/her enrolled in the program.

Please complete the form below to advise of your child's continued participation (if you had an extended absence from the program since starting) or wish to withdraw from the program. *If you are withdrawing your child from the program and there is an outstanding balance associated with your child's enrollment, you will continue to receive invoices until the balance is paid. If there is not a fee associated with your child's enrollment, please understand that the spot cannot be offered to someone on the waiting list until your child has officially withdrawn* from the program.

Please return the form by mail, email, or in person to the Parks and Recreation department.

Mail: KCPR, P.O. Box 67, Worton, MD 21678 * **Email:** info@KentParksAndRec.org

In Person: 11041 Worton Rd, Worton, MD 21678 (Welcome Desk at the Kent County Community Center)

Thank you for your help and time in completing and returning this form. If you have any questions or concerns, please call the welcome desk at 410-778-1948.

Sincerely,
Kent County Parks and Recreation

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|--------------------------------------|--------------------|------------------|----------------------------|-----------------|
| Program Name: (Circle One) | Elem. After School | Sports Clinic | Drills & Skills Volleyball | Holiday Camp |
| | Swim Lessons | Start Smart | Youth Volleyball | Kiddie Camp |
| | Tumbling/Movement | Quickball | Youth Softball | Day Camp |
| | Tots of Fun | Road Runner Club | Youth Basketball | Youth In Action |
| | Fitness | Little Glove Bug | Youth Wrestling | Leaders Club |
| | | | | |

Other - Write Program Name

Event - Write Event Name

Program Location: _____ (Name of Facility, School or Other Location)

Child's Name: _____

- If more than one child is in the same program and location, please list names of all children above.
- If your children attend different programs and/or at different locations, please complete a separate form for each child.

Check One:

_____ My child / children **will continue participating in the program** circled above. My child/children will return to the program beginning on . _____ (Date returning to program)

_____ My child/children **will no longer participate in the program** circled above. As of the date indicated with my signature below, and as the parent / legal guardian of the child/children listed above, I officially withdraw from the program indicated. In addition, by signing below, I understand that *if* I qualify for a refund, it is subject to a **\$10 processing fee** and may take up to three weeks to process.

Printed Name of Parent/Guardian

Parent/ Guardian Signature

Date

DO NOT WRITE BELOW LINE – OFFICE USE ONLY

Date Received: _____

Received By (Staff Name): _____

Date Administrative Specialist II Copy: _____

Date Deputy Director Provided Copy: _____