

PROGRAM POLICIES

ONLINE REGISTRATION

(preferred)

Go to www.waylandrec.com and click the RED 'REGISTER NOW' button. New Users must register an email address to login. Please be sure to keep your email address updated as most of our communications are sent via email.

RESIDENTS / NON RESIDENTS

Our programs are supported solely by user fees and residents have priority through advance enrollment periods. Registration is first-come first served. Unless noted programs are available for non-residents.

PAYMENTS

All major credit cards are accepted. Cash & checks made payable to "Town of Wayland." \$25 fee for returned checks.

FINANCIAL AID

Some programs are able to offer financial assistance or scholarships to qualifying applicants. In many cases the most recent tax forms, and other supporting documentation is required.

AGE POLICY

Children must meet the age requirement for a program by the FIRST DAY of a class. Children must be toilet trained to attend any programs unaccompanied by an adult.

TRIAL CLASSES

In most cases, trial classes are not permitted. It is recommended that you visit and observe the current session if you are unsure if your child will be ready for the next session.

WAITLISTS

Some popular programs will fill to capacity quickly. We will make every effort to expand the program or provide additional programs when applicable. If we are able to move a registrant off a waitlist, we will contact the waitlist in the order in which registrants enrolled. Once contacted, waitlisted registrants typically have a prescribed time frame to respond before offering to the next registrant. We do actively maintain waitlists; our mission is to serve as many participants as possible. You will be contacted when a spot becomes available.

2020 HOLIDAYS/NO PROGRAM

January 1, January 20, February 17, April 10, April 20, May 25, July 4, September 7, September 28, October 12, November 11, November 26, 27, December 25

ABSENCES

Recreation and our vendors are not responsible for making up classes that are missed due to the participants' inability to attend due to common illness or schedule conflicts. For summer camps and ski program, please email rec@wayland.ma.us if you will miss a day.

INCLEMENT WEATHER

No programs will be held when Wayland Public Schools are cancelled. Every effort will be made to notify and reschedule cancellations as soon as possible. It is common for weekly programs to be extended an additional week on the same day and time, check with your instructor. If the full program session is cancelled you will receive a full refund.

MAKE-UP CLASSES

All attempts will be made to reschedule classes that have been cancelled due to inclement weather, instructor absence, or other unforeseen circumstance.

Typically a program that meets weekly will extend another week at the same day and time, check with your instructor to confirm. Classes missed due to participant absence for scheduling conflicts or personal reasons cannot be made up.

TOWN BEACH MEMBER CARDS

KEEP YOUR CARDS FROM LAST SEASON! There is a \$5 fee per card for replacement cards. Membership cards can be picked up at the beach after the first day of the season. Renewed memberships can pick up a season sticker at the beach gate upon your first visit. Memberships are non-refundable and non-transferrable.

PHOTO / VIDEO POLICY

The Recreation Department may take, have, use, publish and reproduce photographs and/or video of participants for its record, public relations purposes, recognition, and/or other projects related to the wholesome promotion of its program unless permission is denied in writing.

CANCELLED PROGRAMS

The Recreation Department reserves the right to cancel, reschedule, postpone, relocate, combine or change classes due to low enrollment, facility, personnel or weather issues. You will be notified via email or phone call if your class status is changed, otherwise plan to attend.

LOW ENROLLMENT

Classes that do not meet the minimum enrollment are not the best use of our limited resources, and usually are not very fun for the kids. Classes with low enrollment will be cancelled within 72 hours prior to the scheduled start date, unless other accommodations have been made; and a full refund will be issued.

REFUND POLICY

All refund requests must be in writing (email) to rec@wayland.ma.us in advance of ten (10) business days of the start of the program. Registrations are non-transferable. No refunds are given for misconduct. Recreation Department has sole discretion regarding participation. Refunds may take up to ten (10) business days for processing, and are subject to administration fees below.

CANCELLATION FEES

These fees are typical of all Recreation programs and reflect the processing costs associated with managing waitlists and transactions.
Program: \$10 per participant per prog
Summer Programs: \$20 per participant

CAMP REFUNDS

Rec Camps refund issued less \$50 per camper per session fee for requests before June 15. **No** camp refunds after June 15.

MEDICAL REFUNDS

A refund will be issued if a participant is unable to attend a class due to an unexpected prolonged illness or injury. This request must be made prior to the end of the program session and may require a doctor's note. Medical refunds may be prorated for classes missed. Classes missed due to common illness or schedule conflicts cannot be refunded.