

PLEASE READ ALL POLICIES ON THIS WEBSITE OR IN OUR BROCHURE PRIOR TO REGISTERING. When registering for classes, you are agreeing to these policies. If you have any questions, please ask! Thank you.

HOW TO REGISTER: Register on-line, by mail, or in our office. Credit cards (NO AMEX) are *only* accepted on-line. Registration in our office or by mail requires a completed registration form along with payment by check or cash. Please do not mail cash. **Our address is: Norfolk Recreation, 1 Liberty Lane, Norfolk, MA 02056**

COMMUNICATION: WE USE EMAIL! Please check all emails from Norfolk Recreation. We use email to communicate registration and program information including program changes through EMAIL so please be sure to check emails from Norfolk Recreation. When we can, we text, but these messages are short so the details are in the email.

CONFIRMATIONS: When you register on-line, you will receive an automatically generated receipt that confirms your registration has gone through. We do not send a separate confirmation so no news is good news! We only call or email if there is an issue with your registration. You are welcome to call us if you have a question.

PROGRAM CANCELLATIONS: The best way to assure a program will not be cancelled is to register early. We need minimum numbers to run any program so please do not wait to see if others sign up. If you are waiting, so are they! Our programs are self-supporting therefore we must reserve the right to cancel a program if registration numbers are too low to support the program. This doesn't happen too often, but it does happen. We start to look at numbers at least a week ahead of the program start date. If we do cancel a program, your money will be refunded in entirety.

EMERGENCY CLASS CANCELATIONS: If the school cancels or closes early due to weather, our programs are also canceled at all locations. We will try to email you, but we may not be able to get here ourselves. If we need to cancel due to other unexpected circumstances, we will email you. Many times we will ask you to respond so we know you received the email. If time allows, we will try to call as well.

REFUNDS/CREDITS are only given if a program is cancelled by Norfolk Recreation, for a documented medical reason, if there is a change in a school schedule, or if the spot can be filled with a person on our wait list. Processing fees may apply. Please see our Refund Policy for www.norfolk.ma.us

REGISTRATIONS ARE NOT TRANSFERABLE: *Registrations are for the person named on the registration form only.*

RETURNED CHECK FEE: If a check is returned for insufficient funds, the Town Treasurer collects a \$25 fee payable to the Town and collected by the Office of the Town Treasurer. NO exceptions.

ALLERGIES: If your child has allergies- It's important to add this information to the Registration notes each time you register for a class. If you would like to meet with us, please email or call us.

ACCOMMODATIONS: If your child (or you) need accommodations or if there are any circumstances that would be helpful for us to know so your child has a positive experience, please let us know about it ahead of time. While we cannot guarantee accommodations, we are happy to work with you so our programs are successful for you and your child.

SNACKS: ONLY PEANUT FREE FOOD should be sent to *any* recreation program. Even if your child is not allergic, the person next to them may be.

PHOTOS: Occasionally, we take photos at our programs for promotions and advertising. We may publish them on **FACEBOOK or Instagram or send them to the Newspaper if asked.** If you do not want your child in any of these photos, please add this to the Additional Information section when registering.

FINANCIAL ASSISTANCE: Financial Assistance is available for most programs. Please direct any inquiries to Ann Proto, Recreation Director, or Kathy O'Brien, Assistant Director, and are completely confidential.

Thank you for supporting Norfolk Recreation.