

# RECREATION PROGRAM POLICIES

## LIABILITY INFORMATION

Parks and recreation activities involve an element of risk or danger for all participants and may cause serious injury, death, or property loss. The Village of Fox Crossing does not provide or cover any medical or hospital insurance for participants in our programs. All persons participating in Fox Crossing sponsored recreation programs must provide their own insurance and assume risk for all injuries.

## ACCESSIBILITY STATEMENT

Reasonable accommodations will be made on an individual basis. If you require special accommodations in order to participate in a program, please inform us when you register.

## AGE & REGISTRATION EXCEPTIONS

Programs are designed according to age and/or instructor/student ratios, or a level that will best benefit the student. Please do not ask us to exceed class limits or put your child in the wrong age or skill level. Participants need to meet the age requirement by the FIRST day of class.

## WAIT LISTS

If you are unable to register for a program due to full enrollment capacity, you are given the opportunity to put your name on the waiting list. There are no guarantees for placement, however if openings become available we refer to the waiting list first to fill the program. You will only be contacted if a spot opens up. Waitlisted individuals should not show up to a program unless contacted prior to the start date/time.

## NON-RESIDENT FEES

A non-resident is defined as a person who does not reside or own property in the Village of Fox Crossing. Non-resident fees have been created to help supplement the existing tax subsidized programs.

## CITY OF MENASHA – RESIDENT FEES

Under a reciprocity agreement between the Village of Fox Crossing and the City of Menasha, city residents qualify for village resident program fees.

## CLASS FEES AND REFUNDS

Fees are established with an attempt to standardize cost according to the number of sessions, facilities, equipment, supervision and instruction. Full refunds will be given when the department cancels a class or makes a change in the class schedule that no longer fits the participant's needs or the participant submits a refund request (see Refund Policy).

## CANCELLING CLASSES

Unfortunately sometimes classes fail to reach their minimum enrollment capacity. If this happens we must cancel the class. You will be notified ahead of time and you will be given a full refund.

## CANCELLATIONS DUE TO WEATHER

Weather related program cancellations will always be announced on the Program Information Line at (920) 720-7139. The information line is updated as changes arise. Every attempt will be made to reschedule a cancelled activity, however if the department is unable to reschedule the missed class, there will be no refunds for the cancellation.

## REFUND POLICY

The Fox Crossing Parks and Recreation Commission recognizes that circumstances arise causing an individual who is registered for a program to withdraw from the program and request a refund of payment. The intent of this policy is to make possible the refunding of registration fees and charges based upon circumstances beyond the control of a program participant.

- A 100% refund if a class is cancelled by the department.
- A refund less a 20% service charge, not to exceed \$5 if a refund request is received at least seven (7) days prior to the start of a program. The 20% service charge applies to each cancelled class. If a request is not made within seven (7) days prior to the start of a program, the class fee will be forfeited.
- A refund can be granted if there is a medical condition with proof from attending physician.
- Refunds will not be granted for trips requiring advanced reservations, certain special events, or for programs that have already begun.

## FINANCIAL ASSISTANCE/ ROUND UP FOR RECREATION

The Fox Crossing Parks & Recreation Department strongly believes that all area youth should have the opportunity to participate in village-sponsored recreation programs. The department does not want to exclude any child from participation due to an inability to pay. Persons who feel they are unable to afford the cost of a youth activity may apply for a reduction of the program fee. Those seeking financial assistance must complete a financial assistance application and return it to the recreation office. Monies raised from persons who have "Rounded Up" their registration fees will be utilized to help fund these financial assistance requests.

## PHOTOGRAPHS

For program promotion purposes, from time to time photos will be taken of program participants. If you do not wish to have you or your child's photo taken, please tell the photographer and/or class instructor.

