



KENT COUNTY PARKS & RECREATION

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 do not meet the minimum enrollment are subject to cancellation. In order to maximize our programs, we have established these policies. Please read them prior to enrollment. Other 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. Note: Credit Card processing fees are non-refundable.

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. If or 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 payment is due at that time.

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 (with the exception of credit card processing fees) 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 an 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 Weather Cancellation - Rentals have the option to cancel a party due to inclement weather (inclement weather is defined as 50% chance of rain or weather warning issued by the National Weather Service).

- Parties may be cancelled twenty-four (24) hours before the scheduled reservation due to inclement weather only.
- Parties must be cancelled at least four (4) hours before scheduled time for renter to receive full refund.
- Parties who cancel with less than a four (4) hour notice will be charged a \$50.00 processing fee.
- In the event of inclement weather occurring within 45 minutes of the event starting, a \$100.00 processing fee will be applied. Subsequently, beyond the 45-minute mark, the renter assumes responsibility for all associated fees. The head lifeguard serves as the designated timekeeper during adverse weather conditions.
- Rentals must contact KCPR at 410-778-1948 or info@kentparksandrec.org. (Please include party name, number, date, time, etc.. on any message or email).
- Renters will be responsible for all fees if these calls/emails are not made in time.

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.



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PROGRAM WITHDRAW FORM

Requests for program cancellations must be submitted in writing using this form. Please be sure to complete all applicable information. Once reviewed, your cancellation will be processed based on the Kent County Parks & Recreation refund policies. **No refunds will be issued after the second program date (unless a medical reason with note from a physician is provided).** Please visit KentParksAndRec.org for our refund policies.

If there is a fee associated with your child's enrollment, you will continue to receive invoices until your child is officially withdrawn. 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 is officially withdrawn. Please return the form by mail, email or in person to the Parks and Recreation office.

PARTICIPANT & PROGRAM INFORMATION

Participant First & Last Name / Nickname (if any)

M/F Date of Birth

Parent/Guardian Full Name

Email

Phone

Program Name

Program Location

Additional Participant(s)

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.

Reason for Withdraw

Acknowledgement

I acknowledge that, effective from the date this form is presented to Kent County Parks & Recreation staff, I am formally withdrawing from the program. I release any additional obligations or responsibilities linked to the participation of myself/my child/children in the specified program. In the event that I qualify for a refund, I understand that such a refund is subject to a \$10 processing fee. I am cognizant that the processing of the refund may take up to three weeks from the date the request is approved by KCPR staff. I understand that I am still responsible for any balance due on my account prior to the withdraw date. I understand that KCPR does not offer prorated refunds.

Parent/Guardian Signature _____ Date _____

Parent/Guardian Printed Name _____

KCPR OFFICE USE

Date Request Received: _____

- Refund Approved
- Not Approved

Refund Amount: _____

Medical Note Received

Received by: _____

Staff Initials: _____

Refund Processed Date: _____

Notes: _____

How and when was applicant notified: _____

