

# General Information for the Parks and Recreation Department

## Registration Information

Registration is required for most programs offered by the Recreation Department. In general, participation is restricted to residents of the Town of Eastchester and the Villages of Tuckahoe and Bronxville. Registration for programs is accepted only at the Recreation Office and can be delivered in person or by mail. *Phone registrations will not be accepted.* Registration for most programs is limited and will be accepted on a first-come first-served basis, with in-person registrations processed before mail-in registrations.

For most programs, "General Recreation registration Form" can be used. **All checks should be made payable to the Town of Eastchester. A \$20.00 fee will be charged for all returned checks.** Full payment is expected at the time of registration, and program fees will not be pro-rated. If at any time you have any questions or concerns regarding any of our programs, please call our office at 771-3311. The Recreation Department Office is located on the second floor of the Town Hall Building at 40 Mill Road; please feel free to stop by on any weekday between 8:30 AM and 4:30 PM.

If you wish to receive e-mail notifications with up-to-the-minute information about what is happening in the Town of Eastchester, you can place yourself on the Town's e-mail distribution list. Simply go to the Town website's home page, click on the "E-mail Notifications" tab at the middle of the page, fill in your information, and submit it.

**\*\*All programs are for Town of Eastchester (Eastchester, Tuckahoe and Bronxville) Residents only and are registered on a first come first serve basis.** The ONLY exception is the Mother/Child Playgroup. Non-residents can register on week prior to the program beginning, and incur a 20% higher fee and will be placed in a class that is available.

## How to Watch a Good Program Be Eliminated

Nothing kills a recreation program faster than residents who wait until the last minute to register. There is a point when a program must be canceled or modified if there is insufficient registration. All programs require a high level of coordination, often including facility scheduling, staffing, volunteer recruitments, and purchasing of supplies. **PLEASE REGISTER EARLY!**

## Fee Policy

The Recreation Department maintains a policy, which requires individuals in programs to help defray costs involved. Fees have been established for each program based on the costs of operating the program and the nature and the number of individuals served.

## Refund Policy

Generally, refunds are granted only if a program is cancelled by the Recreation Department. The Recreation Department reserves the right to cancel any program and issue appropriate refunds whenever it is considered in the best interest of the Department. Registrants assume full responsibility for any changes in their personal life, which may affect their ability to participate. In rare cases, a participant may encounter an unforeseeable, and unavoidable situation that they feel may warrant a refund of fees paid. These situations will be reviewed on an individual basis by the Superintendent, who will then make a refund determination. **A \$25.00 processing fee will be retained by the Town in all cases that refunds, partial refunds, or program transfers are granted. (Camp refunds require a \$100.00 processing fee.) For all refunds, proof of payment is required.**

## Insurance

The Town of Eastchester does not provide accident insurance for any of its programs. All persons participate at their own risk and should make certain that they have their own insurance.

## Photos

The Town of Eastchester reserves the right to use program or event photographs in Recreation Materials.