

## 1. Activity Guides

WPRF directly mails three seasonal activity guides per year to City of Waukesha residents. The Activity Guides become available within the following months:

- Winter/Spring – Early December
- Summer – Mid April
- Fall – Mid August

\* Copies of the Activity Guide can be obtained at these locations:

- Parks, Recreation & Forestry Office
- Waukesha Public Library
- Schuetze Recreation Center
- City Hall – Mayor’s Office
- City Hall – Clerk’s Office

\* Non-residents of Waukesha may subscribe to our “Activity Guide” and have the next three guides mailed directly to your home.

Indicate the following information on your registration form: 2019 Subscription - \$9 9800.100W/S

## 2. Payment

All program fees must be paid in full at the time of registration. All registrations are processed on a first come, first served basis. Registration forms without proper payment will not be processed.

Faxed registration forms can not be processed without credit card information. WPRF is not responsible for delayed mail delivery, unreadable or improperly transmitted faxes.

## 3. NSF Checks

A \$25 service charge is assessed on all checks returned due to insufficient funds, stopped payments or disputed charges.

## 4. Accepted Payments

Cash Check Visa Mastercard Gift Certificates

## 5. No On-Site Registration

Instructors will NOT accept registration at the program site. Fees must be paid at the office prior to participation; your registration receipt may be required at the program site.

## 6. One Household ONLY

In order to help assure that the registration process is fair to all, people may only register for their immediate household. It will not be acceptable for one person to register neighbors/friends/extended relatives along with their own registrations. Only parents/legal guardians may register youth participants. An exception is made for Group Pool Passes.

## 7. Waiting List Procedure

If program(s) chosen have reached the maximum enrollment, your name will automatically be placed on a waiting list. Our department will make every effort to accommodate those on waiting lists (adding more programs, etc.). You will be notified by phone of any openings and payment is expected within three business days of the phone notification of program openings. Waiting lists are kept for the current program season only.

## 8. Missed Program Policy

Programs missed for individual absences (i.e. schedule conflict, vacation, etc.) are not “made up” nor may participants attend programs other than for the one they are registered.

## 9. Late Registration Policy

There will be no pro-rating of program fees for late

registration after program(s) have begun. Exceptions for Before/After school and other special circumstances are considered. There may be a \$15 late charge assessed for Before/After School programs.

## 10. Non-resident Policy

**Definition:** In the case of non-resident participation, it is generally accepted that non-residents users should contribute an additional fee to offset their non-tax status. A non-resident is defined as a person who does not reside, own property in the City of Waukesha and within the City’s incorporated boundaries (in general, does not directly contribute to City of Waukesha property taxes). Please note: being in the Waukesha School District or having a “Waukesha” mailing address does not ensure City residency.

**User Fee Surcharge:** Persons defined as a non-resident of the City of Waukesha are required to pay an additional surcharge established by the Parks, Recreation & Forestry Board. WPRF reserves the right to remove anyone falsifying information from our programs and retain any related fees collected (no refunds given).

**Exception to non-resident user fee/surcharge:** Non-residents who reside within the City of Waukesha School District will not be assessed a non-resident surcharge when registering for any specific program or league that utilizes City of Waukesha School District facilities. Please call our office at 262-524-3737 if you have any questions regarding residency.

## 11. Residency Verification

WPRF may require residency verification for first time registrants that have relocated to the city (Driver’s License or Utility Bill).

## 12. Age Eligibility Verification

All participants must meet the minimum age requirement before the last day of the program. Please do not request to have your child put in a program where they do not belong. The ages are set to ensure the safety and benefit of the participants as well as the program leaders. Therefore, WPRF reserves the right to ask for a legal document of age (Birth Certificate or Baptismal Record) for all program registration involving youth up to sixteen years old to verify age if necessary.

## 13. Program Maximum

Student ratios are set to benefit the student. Please do not ask us to exceed program limits.

## 14. Registration Receipt Confirmations

Your registration receipt is your confirmation of enrollment. If you do not receive a receipt within one week of registering for a program, it is your responsibility to contact WPRF. Refunds will not be given for missed programs if you do not receive a receipt. Be sure to read your receipt to make sure you are enrolled in the proper program/session. Also, any program changes and supplies will be listed on the receipt.

## 15. Program Changes/Schedules

Due to circumstances beyond our control, some programs may require time or location changes. All participants will be notified (text, email, or phone), when possible if a change or cancellation does occur.

## 16. Program Transfers

All participant requested program transfers need to be in writing and received at the WPRF Administration Office. Requests can be made by phone, email or in-person. Program transfers will be processed within 24 hours of receipt of the request. If the requested program is NOT available, we will notify the individual and a credit will be applied to the payee's account. You may email your request to [prf@waukesha-wi.gov](mailto:prf@waukesha-wi.gov)

## 17. Sales Tax

Programs (non-instructional) and admissions include State of Wisconsin, & Baseball Stadium sales tax.

## 18. Program Satisfaction Guaranteed!

WPRF is constantly striving to provide you with high quality public recreation programming. We guarantee it! When you are not satisfied with the quality of a program, we want to hear your ideas or suggestions on how we can improve our services. If requested, a 100% refund or credit will be issued by simply contacting the WPRF Office. (Established credit/refund exclusions apply).

## 19. Credit/Refund Policy

- A program that does not meet its minimum registration requirements will be cancelled within two (2) working days prior to beginning. You will be notified accordingly by phone and/or email. Any fees paid will automatically be credited to the payee's account unless otherwise notified by payee.
- A credit will be given unconditionally when requested in writing within five (5) business days of program completion. You may email your request to [prf@waukesha-wi.gov](mailto:prf@waukesha-wi.gov)
- If a refund is desired, please notify the office by written request. You will receive a full refund for the full program fee as a credit on the payee's account. If a check/credit card refund is desired, please notify the office on your written request and note that a \$10 service charge will apply. This fee may be waived due to medical reasons. Please allow 2-3 weeks for the refund to be processed.
- Refunds under \$10 will automatically be credited to payee's account and may be used towards future registrations.
- Partial class credits/refunds may be given on a case by case basis due to medical reasons.
- If the payee and participant are not the same and a refund for the program is desired to go to the participant, please inform us of the desire in writing.
- The credit will be available for use up to two (2) years of date of issue as permitted by law.
- For Adult Sports credit/refund policy please refer to Policies of Adult Sports 3 08.
- Before and Afterschool Program does not prorate program fees or refund for school cancellations.
- Pool passes, daily admissions and Splash Cash are not refundable.
- Class supplies are not refundable.

## 20. Round Up Program

Rounding up your program fee helps us to provide financial assistance to individuals & families in need.

## 21. Annual Recreation Financial Assistance

**Program** Financial assistance is available for City of Waukesha resident individuals or families that meet Federal Income Guidelines. Details on who is eligible and how to apply are available by calling or visiting the WPRF Office. Applications

need to be renewed in January each year, and are available at the WPRF Office, Schuetze Recreation Center and on the website.

## 22. Insurance/Liability

WPRF does not provide medical/hospital insurance coverage for persons participating in sponsored activities and cannot assume responsibility for injury to any participants in its recreation programs.

## 23. Americans with Disabilities Act

WPRF complies with the Americans with Disabilities Act (ADA) which prohibits discrimination based on a disability. We will make reasonable accommodations to support inclusive recreation participation. Individuals with disabilities are strongly encouraged to contact WPRF at 262-524-3737 in advance of participation regarding special accommodation needs.

## 24. Code of Conduct/Participant Guidelines

Equal Access: No participant shall, on the basis of race, sex, creed, national origin or disability, be denied equal access to programs, activities, services or benefits, or be limited in the exercise of any right, privilege, advantage, or opportunity.

Behavior: Participants are expected to exhibit appropriate behavior at all times. The following guidelines have been developed to make recreation department programs safe and enjoyable for all participants. Additional rules may be developed for particular programs and athletic leagues as deemed necessary by staff and/or PRF Board.

Participants shall:

- show respect to all participants and staff
- any form of harassment will not be tolerated
- refrain from using foul language
- refrain from causing bodily harm to other participants or staff
- show respect for equipment, supplies and facilities

Discipline: A positive approach will be used WPRF reserves the right to dismiss a participant. Each situation will be evaluated on its own merit.

## 25. Lost and Found

If you have lost or misplaced an item in one of our parks or program facilities, please contact the WPRF Office. Articles that are found and turned into the office are kept for 60 days. After that period, the items are donated to local charitable organizations. After 30 days, keys, cell phones or other electronic devices are given to the Police Department. WPRF is not responsible for any lost or stolen items.

## 26. Weather Cancellations

Program cancellations due to inclement weather will be announced on our Information Line 262-522-9356 and on Facebook and posted on our website's Twitter feed using Textcaster (requires a subscription to receive texts). A decision regarding evening programs will be made at approximately 4:00 pm. In the event of school closings announced prior to 8:00 am, all WPRF evening activities scheduled at a school site will automatically be cancelled.

## 27. New to the Area?

WPRF invites you to come in and find out what we have to offer. We have programs and facilities for all ages. Want to learn more? Give us a call at 262-524-3737. We will be happy to make an appointment at your convenience to show you around and explain any program that is of interest to you.

## 28. New Program Ideas

WPRF invites people who wish to share their skills and talents to consider teaching youth and adult programs with us. This is an opportunity for people with specific expertise to expand their personal interests/and

experiences and facilitate growth for others.

If you have an innovative idea for a program, or wish to expand on what we already offer, please fill out our "Course Proposal Form" found on our website and email to [mberg@waukesha-wi.gov](mailto:mberg@waukesha-wi.gov), fax or mail to: WPRF, 1900 Aviation Drive, Waukesha, WI 53188

### **29. Photographs**

Please be aware that WPRF program and special event participants may be photographed or videotaped for promotional purposes (i.e. Activity Guide, Channel 25, website, newspaper ads, etc.).

### **30. Typo, We Goofed, Human Errors....**

Occasionally there may be an error in days, times, registration requirements, or fees in the Activity Guide. If so, the staff will do everything possible to correct the situation promptly. Thank you for your patience and understanding should these situations arise.

### **31. No Smoking/Alcohol Use**

- A reminder to program participants: The use of all tobacco products or drinking of alcoholic beverages on premises owned by the Waukesha School District is prohibited.
- WPRF programs, buildings, Oliver Youth Complex & Saratoga Complex are smoke-free. Alcohol beverages are prohibited during WPRF programs, however, permitted at designated facilities with proper permit or by ordinance (i.e. Saratoga Complex).
- Smoking is prohibited in posted "Smoke Free" areas

### **32. Safety Concerns**

WPRF is committed to conducting programs in the safest manner possible and holds the safety of its participants in the highest regard. Participants and parents registering their children in recreation programs must recognize that there is an inherent risk of injury when choosing to participate in recreational activities. The department continually strives to reduce such risks and insists that all participants follow safety rules and instructions. If you find a real or potential safety hazard in one of our parks or facilities, please call the office. If desired, please email: [prf@waukesha-wi.gov](mailto:prf@waukesha-wi.gov) Thank you

### **33. Cell Phone Use in Locker Room**

All cell phone usage is prohibited in locker rooms except for an emergency situation.