



## Alpharetta Recreation, Park and Cultural Services Department Registration and Refund Policies and Procedures

### **REGISTRATION POLICIES AND PROCEDURES:**

**Purpose:** The City of Alpharetta Recreation, Parks and Cultural Services Department (“ARPCS”) has established Registration Policies and Procedures to provide fair, consistent, and efficient processes for the general public to register for recreation programs.

Some of the policies and procedures defined herein reflect technological limitations in ARPCS’ current registration software. These limitations are unintentional, and as the registration software is improved, the limitations are expected to be removed.

1. **Priority Registration** for ARPCS programs begins two (2) weeks before Open Registration. Priority Registration is for City of Alpharetta residents. During Priority Registration, City of Alpharetta residents may register online, in person, by fax, by mail, or by emailing a completed Activity Registration Form to [recreation@alpharetta.ga.us](mailto:recreation@alpharetta.ga.us). You may also register in person at the Alpharetta Community Center, 175 Roswell Road, Alpharetta 30009, during business hours (8:30am-5:00pm Monday-Thursday and 8:30am-4:30pm Friday).
2. **Open Registration** for ARPCS programs is held two (2) weeks after the start of Priority Registration. Registration methods available during Open Registration include online (for applicable programs), in person, by fax, by mail, or by email.
3. **Late Registration** for ARPCS late registration will be allowed up through two classes in any session.
4. ARPCS does not typically accept program registrations over the phone. Exceptions may be made if deemed appropriate by City staff in their sole discretion due to unforeseen circumstances, i.e. issues with the City of Alpharetta server that affects the capability of a customer to register online for a program. ARPCS staff will email or mail payment receipts to customers who register over the phone, and will send an Activity Registration Form with Concussion Awareness Policies and Procedures for the customer to complete and send back to ARPCS before the first scheduled class or practice.
5. ARPCS does not guarantee space in any recreation program to anyone.
6. A City of Alpharetta Resident is defined as any person whose legal domicile is located within the taxing jurisdiction of the City of Alpharetta. Proof of residency must be provided upon request.
7. Any person living outside of the City of Alpharetta who wishes to register for programs offered in locations other than Wills Park will be charged an additional 50% to 75%, depending on program, of the resident registration fee in order to participate in ARPCS recreation programs.
8. Non-resident fee for adult athletic programs is \$25 per person on the team roster per season.

9. **Minimum Registration:** All programs have a predetermined minimum number of participants who need to be enrolled (paid) in order for the class to “make.” If the minimum enrollment is not reached before the program begins, the class will be cancelled or postponed.
10. **Maximum registration:** All programs are limited in size and are filled on a first come, first serve basis. If a program has reached its capacity, names will be placed on a waiting list. City of Alpharetta residents will be given priority on the wait list as space in programs becomes available.
11. The City of Alpharetta provides equal opportunity without regard to race, color, religion, sex, national origin, age, veterans’ status, and disability. The City of Alpharetta complies with the Americans With Disabilities Act (ADA) of 1990 and will provide reasonable accommodations to members of the public, if so requested.
12. ARPCS program participants must adhere to the Participant and Spectator Code of Conduct. Call 678-297-6100 or email [recreation@alpharetta.ga.us](mailto:recreation@alpharetta.ga.us) for a copy of this policy.
13. **Postponements Due to Inclement Weather:** To receive real-time updates or notifications of class/game/activity/event postponements, cancellations or facility closures, download the **RAINOUT LINE** app on your smart phone. Search for “Alpharetta Recreation Parks & Cultural Services”, highlight the star next to programs and activities to add to favorites; highlight the bell for notifications. For assistance with the app call 678-297-6130.
14. **School Closures for Severe Weather:** When Fulton County Schools close or release students early due to a severe weather event or threat of a severe weather event, ARPCS programs and activities will be cancelled. Program cancellations will be posted on the City of Alpharetta website [www.alpharetta.ga.us](http://www.alpharetta.ga.us), ARPCS’ Facebook and Twitter pages and on the RAINOUT LINE app. Whenever possible, program participants will be notified of program cancellations by ARPCS or the program instructor/coach. Participants may also contact the Recreation Center where the program will be held to check on the status of the program. Makeup class may be scheduled if time allows and announced at the next scheduled activity meeting. The Department may hold certain programs, activities, or rentals to be held if safe conditions allow. This decision is at the discretion of the Department Director or his/her designee, after consultation with City of Alpharetta Department of Public Safety officials, who will evaluate the forecasted impact of the weather event in the Alpharetta area.
15. **Cash Policy:** Cash payments for programs and rentals made after 4:30pm must be paid with exact change. Customers paying with cash will be offered a payment receipt.
16. **Credit Card Policy:** ARPCS accepts Visa, MasterCard, American Express, and Discover. Card holder may be asked to present a photo ID at the time of processing and sign a copy of the receipt. Payments made over the phone, by fax, or by email will be noted as such in the signature section of the receipt. The customer is responsible to submit a completed Activity Registration Form to ARPCS prior to the first scheduled class or practice.
17. **Check Policy:** Checks are payable to A.R.P.C.S. (Alpharetta Recreation, Parks & Cultural Services). Payee must show valid photo ID upon request.
18. **Make-Up Classes:** Classes postponed by the department or the instructor due to emergencies, holidays or other reasons will be rescheduled by the instructor. Classes missed by the participant will not be made up or refunded.

19. **Family Discount:** Any family that has more than one of its IMMEDIATE family members registering for the SAME program (including but not limited to the following: same activity number with the same first four digits, same season/week of the same program with different age groups, spouses in same program, etc.) will receive a 10% discount off individual resident registration fee per additional person. IMMEDIATE FAMILY is defined as the same family/same household. The first person pays the regular registration fees. Discount applies to children and adult programs. No discounts will be granted to family members registering for separate programs. Discount would apply to residents and nonresidents. Due to computer registration software limitations, this discount is not available to participants who register online.
20. **Scholarships:** ARPCS has a Scholarship Program for qualified City of Alpharetta residents. Call 678-297-6130 or email [recreation@alpharetta.ga.us](mailto:recreation@alpharetta.ga.us) for more information.
21. **Employee Discount:** City of Alpharetta employees and their immediate family members may be eligible for a discount on ARPCS programs. Call 678-297-6100 or email [recreation@alpharetta.ga.us](mailto:recreation@alpharetta.ga.us) for current employee discount policy.

### **REFUND POLICIES AND PROCEDURES:**

**Purpose:** Refund Policies and Procedures are designed to ensure customer satisfaction by providing clearly defined time periods for customers who are unable or unwilling to continue participating in an ARPCS recreation program for any reason to request a refund of program registration fees. Call 678-297-6100 or email [recreation@alpharetta.ga.us](mailto:recreation@alpharetta.ga.us) for assistance with transfer or refund requests.

- A. **Refund Policy for Recreation Classes:** Refunds will be issued prior to the second class meeting. No refunds will be issued thereafter.
- B. **Refund Policy for Camps:** Cancellations must be received by email or phone before Thursday 5pm on the week prior to the scheduled start of camp. No refunds will be issued for cancellations after Thursday 5pm.
- C. **Refund policy for Swim Lessons:** No make-up sessions or refunds for classes cancelled due to weather or pool malfunctions. No refunds for swim lessons; NO EXCEPTIONS.
- D. **Refund Policy for ARPCS Youth Athletic Leagues and Aquatics Teams:** Cancellations must be received by email or phone prior to the first scheduled game/meet. No refunds will be issued thereafter. For youth athletic associations, refer to the refund policies of these groups. Association contact information is included in the current ARPCS Recreation Guide.
- E. **Refund Policy for Adult Athletic Leagues:** No refunds will be issued to teams requesting refunds, except under special circumstances as approved by the Department Director or his/her designee.
- F. **Refund Policy for Open Gym and Pool Passes:** Refunds will be issued within 10 days from the date of purchase. No refunds will be issued after the ten days from issuance has passed.
- G. **All refunds are subject to a \$5 service fee.**

*ARPCS reserves the right to change the registration and refund policies and procedures without notice.*