




# 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 a fair, consistent, and efficient processes for the general public to register for recreation programs.

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 at <https://www.alpharetta.ga.us/government/departments/recreation-parks>, by fax 678-297-6151 or by mail or in person at the Alpharetta Community Center, 175 Roswell Street, Alpharetta 30009.
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 classes will be allowed up to the half way point in any session.
4. Under the terms of a Memorandum of Understanding:
  - a. The City of Johns Creek Parks and Recreation Department, residents of the City of Johns Creek may participate in the recreational activities of youth lacrosse, youth baseball, youth soccer, and youth softball under the same fee structure as City of Alpharetta residents.
  - b. The City of Milton Parks and Recreation Department, residents of the City of Milton may participate in the recreational activities of youth softball, youth football, and Camp Joyful Soles under the same fee structure as City of Alpharetta residents.
  - c. This privilege shall be in effect for the duration of the MOU between the Cities.
5. 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 receipts to customers who register over the phone, and will send an Activity Registration Form with Liability Waiver and Concussion Awareness Policies and Procedures for the customer to complete and send back to ARPCS before the first scheduled class or practice.
6. ARPCS does not guarantee space in any recreation program to anyone.
7. A City of Alpharetta Resident is defined as any person whose legal domicile is located within the taxpaying jurisdiction of the City of Alpharetta. Proof of residency must be provided upon request.
8. Any person living outside of the City of Alpharetta who wishes to register for programs will be charged an additional 50% to 75%, depending on program, of the resident registration fee in order to participate in ARPCS recreation programs.
9. Non-resident fee for adult athletic programs is \$25 per person on the team roster per season.

10. **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.
11. **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.
12. 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.
13. 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 or visit the City of Alpharetta website at <https://www.alpharetta.ga.us/government/departments/recreation-parks/resources> 
14. **Postponements Due to Inclement Weather:** If inclement weather occurs, check our “RainoutLine” app; directions for acquiring and setting up the app are listed on the General Information page of the current ARPCS Activity Guide found at <https://www.alpharetta.ga.us/government/publications/recreation-parks-activity-guides>.
15. **Programming for Severe Weather:** When Fulton County Schools are delayed, closed, or release students early due to a severe weather event or threat of a severe weather event, ARPCS programs and activities will be delayed/canceled. Program delays/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 delays/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 or email [recreation@alpharetta.ga.us](mailto:recreation@alpharetta.ga.us). Make-up class dates/times (if applicable) will be announced at the next scheduled activity meeting. The Department may allow 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. If Fulton County Schools are not in session, the decision to delay/cancel activities will be made by the Department Director or his/her designee, after consultation with City of Alpharetta Department of Public Safety.
16. **Cash Policy:** Cash payments for programs and rentals must be paid with exact change. Customers paying with cash will be offered a payment receipt.
17. **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. The customer is responsible to submit a completed Activity Registration Form to ARPCS prior to the first scheduled class or practice.
18. **Check Policy:** Checks are payable to ARPCS (Alpharetta Recreation, Parks & Cultural Services). Payee must show valid photo ID upon request.
19. **Make-Up Classes:** Classes postponed by the department or the instructor due to emergencies, holidays or other reasons will be rescheduled if possible, by the instructor. Classes missed by the participant will not be made up or refunded.

20. **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, 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 applies to residents and non-residents. Due to computer registration software limitations, this discount is not available to participants who register on-line. Contact 678-297-6100 for assistance with a family discount.
21. **Scholarships:** ARPCS has a Scholarship Program for qualified City of Alpharetta residents. Call 678-297-6048 or email [recreation@alpharetta.ga.us](mailto:recreation@alpharetta.ga.us) for more information.
22. **Employee Discount:** City of Alpharetta employees, boards, commissions and ACVB staff, their spouses, and children 17 and under 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 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. Youth Athletics Association contact information is included in the current ARPCS Activity Guide. <https://www.alpharetta.ga.us/government/publications/recreation-parks-activity-guides>
- D. **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.
- E. **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.
- F. **All refunds are subject to a \$5 service fee.**

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