

# REGISTRATION & REFUND INFORMATION

## REGISTRATION POLICIES AND PROCEDURES

**Online registration** is our **preferred method** and is **highly recommended**. You may register for programs and Beach Memberships online and will receive a receipt of your transaction sent to your email. Registrations are still first come-first served so you will be able to register early at your convenience. **Go to our website [www.waylandrec.com](http://www.waylandrec.com)** to register. You may call our office at 508-358-3660 to register, mail in your registration form, fax it to 508-358-3665, or drop by the Recreation Office at the Town Building.

## REFUND POLICY

Our classes are supported solely by fees. If you need to cancel a program, you must notify our office at least 10 business days before a program begins for a refund minus the administrative fee. After that time, no refunds are given except for medical reasons with a doctor's note. Requests for refunds must be in writing (email accepted) with a short explanation. Refunds may take 2-3 weeks for processing.

Cancelled classes due to low enrollment will be fully refunded.

**An administrative fee of \$10 will be retained per person per program for youth withdrawals from fall, winter, spring programs, \$20 for summer programs, and \$10 for all adult programs.** Refund and withdrawal requests for Summer Adventure, CIT, Wayland Escapes and Beach Buddies must be made in writing and received in our office by June 5.

**AFTER JUNE 5th, NO REFUNDS FOR THESE PROGRAMS WILL BE GRANTED.**

## CANCELLATION POLICY

**No classes are held when Wayland schools have been cancelled.** If a program is cancelled due to inclement weather or instructor absence, every attempt will be made to reschedule the class. In most cases, an additional week will be added to the end of the program to account for missed time. We are not responsible for any missed classes due to a participant's inability to attend. If a program is cancelled, you will be notified by email.

## E-MAIL

Please be sure to keep your E-MAIL address updated as most of our communications for program cancellations, changes, etc. are done via e-mail.

## FINANCIAL AID

Please contact the Recreation Department for more information and to request an application.