

POLICIES

Photography

The New Berlin Recreation Department uses pictures & videos in brochures, displays & social media to inform others of our recreational opportunities. We will not identify individuals by name. If you do not want a picture taken, please tell our photographer. If a picture has already been taken, please contact the office at 262-797-2443 and let us know it shouldn't be used.

Americans with Disabilities Act

In regards to the Americans with Disabilities Act, the New Berlin Recreation Department welcomes all people with disabilities to our programs. Advanced notice helps us to better serve you. For more information call 262-797-2443.

Non-discrimination Policy

The City of New Berlin does not discriminate based on religion, sex, race, national origin, ancestry, creed, pregnancy, marital or parental status, sexual orientation, physical, mental, emotional, or learning disabilities.

Residency

A resident is anyone who lives within the boundaries of the City of New Berlin. Any person residing outside these limits will be considered a non-resident and assessed a fee accordingly. Proof of residency will be required for children 21 and older living in the household.

Non-Resident Pricing

Non-resident fees for instructional programs will be 50% more than the resident program rate, but not to exceed an additional \$23. Please see page 2 for additional information. Non-residents who register using false information will forfeit their right to participate in the activity, and no refund will be issued.

Deadlines for Registration

Registrations for instructional programs will not be accepted after the class has begun.

Recreation Hotline: 262-754-1700

At your convenience, 24 hours a day! Information regarding class cancellations, program updates, weather decisions and more! A decision regarding programs will be made at approximately 4:00pm. In the event of a weather related school closings, all activities will automatically be canceled.

Tobacco/Alcohol Use Policy

The use of all tobacco products or consumption of alcoholic beverages on premises owned by the New Berlin School District is prohibited by state law.

On-Site Registration

Instructors will NOT accept registrations at the class site. Fees must be paid prior to participation; proof of registration may be required at class. No phone registrations accepted.

Age Requirements

Age requirements will be as of the date of the first class. The participant may be transferred to the correct level provided there are openings or the class fee may be refunded.

Insurance

The Recreation Department does not provide hospital/medical insurance coverage for people participating in sponsored activities.

Program Changes

Participant initiated program changes must be done prior to the start of the program. Your request may be done in-person or by phone.

Refund Policy

Refunds of fees in recreation activities shall be made under the following guidelines:

- 1) The Recreation Department cancels the program/change in published day/time or schedule of program. Persons registered for a program which is cancelled by the department shall receive a full refund of fees or a credit towards a future program, whichever the registrant prefers.
- 2) Participant cancellation: Cancellations must be submitted in writing within one business day of the start of the program to the Department indicating the reason for the refund request. Internet convenience fees will not be included in the refund and any program supply costs will be deducted from the refund. There will be a \$10 administrative fee per program refund. There is NO pro-rating of class fees.
- 3) All refunds follow the City Finance Department bill paying schedule.

Returned Checks

There is a \$25.00 service charge on all returned checks.

Credit Policy

If you desire or are unable to continue participation in a program, the use of "credit" towards future participation is highly encouraged. The following guidelines will apply:

- Credit transactions are not subject to service charges unless a future refund request is received for a previously "credited" program.
- Credit use is at the discretion of the payee.
- Credit can not be given for class/session absences.
- Credits are not transferable to other family accounts.
- Credits on account will automatically expire if not used within 24 months (2 yrs) from the date of issue.

Waitlist

If your desired class is full, you will be notified and placed on a waiting list. The department will make every effort to accommodate those on the waiting list. If any openings become available, we will go to the waitlist to fill the class, notifying eligible individuals.

Class Observation

Parents and families are invited to a child's lesson observation day. Our instructors have found that a child's quality of instruction is affected by a parent and/or sibling distractions and interruptions. Please feel free to talk to the instructor before or after class.

Cancelled Classes

Due to circumstances beyond our control, such as weather, some classes or activities may be canceled. Parents should use their own discretion about sending children if weather conditions are questionable.

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