

76 REGISTRATION/CANCELLATION INFORMATION

Bartlett Park District Resident Registration opens November 12 at 9am. Regular Registration opens November 26 at 10am.

Ways to Register

- 1. Online Registration:** www.bartlettparks.org If you have not applied for an Online Club Membership go to our website, click on the quick link "Registration" then click on the quick link "Register Online", select and complete the online application and submit. Once complete your application will be processed within one business day. You will receive two separate emails with a secure username and password.
- 2. E-mail:** registration@bartlettparks.org. Call (630) 540-4800 to confirm receipt.
- 3. Mail-In:** Registration Office, 700 S. Bartlett Road, Bartlett, IL 60103.
- 4. Fax-In:** Registration Office at (630) 540-4869. If you do not receive an email receipt within 24 hours please call (630) 540-4800.
- 5. Walk-In:** The Registration Counter is located in the Bartlett Community Center, main floor, 700 South Bartlett Road. Registration hours are Monday/Wednesday/Friday 8:30am-7pm, Tuesday/Thursday 8:30am-6pm and Saturday 9:30am-1pm.
- 6. After Hours Drop Box:** Located inside the south entrance of the Bartlett Community Center. Monday through Friday, 5:30 am to 10pm and Saturday, 7 am to 6 pm and Sunday 8 am to 6 pm.

Registration Guidelines

1. Only immediate family members may be listed on a registration form. Only a parent or guardian may register a minor and sign the waiver.
2. The Registration Form must be filled out completely and the waiver signed. Registrations cannot be processed unless the waiver is signed.
3. Payment must accompany the registration form and is processed with all registrations.
4. All forms are date stamped as received.
5. Registration receipts are emailed to all participants. Receipt is proof of enrollment. No reminder will be provided. Read your receipt carefully as details may have changed since the publishing of the brochure.
6. **Wait List:** Once the maximum enrollment is met for a class, a waiting list will be formed. We will create additional classes when feasible and you will be contacted. Payment is due when being waitlisted. Refunds will be issued after the first class for those who are not able to be registered. Please do not attend the class unless you have been contacted by the Registration Office.

Resident Rate: to receive the resident rate you must be a Bartlett Park District resident. Proof of residency is required annually. A P.O. Box in Bartlett is not acceptable. Acceptable documents include: a current utility bill, tax bill, bank statement, cable/internet bill, etc.

Cancellation and transfer of programs and pass memberships, unless specified otherwise:

1. Mark your calendars. No refunds or household credit can be given for classes missed, forgotten, or changes due to personal schedules.
2. No cancellations, refunds, or credits on pass memberships or punch cards.
3. Cancellations will be considered only when a written request is received by the Registration Office five business days prior to the start of the program. A \$5 administrative fee is charged per program, per person. The \$5 administrative fee will be waived if a household credit is chosen (does not apply to Villa Olivia refunds). Cost of uniforms, costumes, T-shirts or trophies are not subject to refund.
4. Transfers will be considered only when written request is submitted and received by the Registration Office at least five business days prior to the start of the program (space permitting).
5. Transfer and cancellation forms are available at the Registration Office and on-line at www.bartlettparks.org. If unable to obtain the proper form, you may submit a request in writing including the following information:
 - Participant's name, address, and phone number.
 - Class level, session dates, and class time.
 - Name, address, and phone number of the person requesting the transfer or cancellation.
 - Reason for request.

ALL forms are date-stamped when received.

Check Refusal Fee: A \$25 fee is charged for all returned checks.

Invoicing Fee: A \$25 fee will be charged for balances not paid in a timely manner.

Credit Card Decline Fee: A \$25 fee is charged for declined credit cards on monthly automated bills.

Sport League Cancellations

Cancellations or transfers made after registration will be performed only if a replacement can be found and registered. A \$5 administrative fee is charged per program, per person for cancellation.

New this year:

Villa Olivia registrations may be submitted online, by email, or walk in at Villa Olivia or Bartlett Community Center. Call (630) 289-1000 for more information.

