



## **REGISTRATION POLICIES**

### Registration

Register for all programs online in the office or by mail. Participants are accepted on a first come, first serve basis. Your online receipt serves as confirmation of your enrollment. Please arrive at the time, place, and date of the program you registered for. Your name will be on the instructor's list. Most class/program registration is accepted up to the week prior to the start date. Please check specific membership, class and program information for specific registration policies.

### Payments

Payments must be made at the time of registration. VISA or MasterCard are accepted. Checks can be made payable to the Town of Lincoln.

### Waitlists

If a class is full, you can add yourself to the program waitlist. You will be contacted if an opening becomes available.

### Non-Residents

There is an additional \$15 fee per program for non-residents. This fee is waived for all programs and events priced \$15 or less. Some programs and memberships may carry different non-resident fees. Please review each program description carefully.

### Financial Assistance

Financial aid may be available based on yearly funding and grants for Lincoln residents, students in the Lincoln Public Schools and Hanscom AFB residents. Please fill out our Financial Aid Form at [Lincolnrec.com](http://Lincolnrec.com).

### Classes Right After School

Parks & Rec staff will meet children for programs that are held directly after school and on the school campus. Please notify their teacher that your child is attending a Parks and Recreation program. Participants in grades 5-8 may walk to programs on their own.

## Cancellations

The Parks and Recreation Department reserves the right to cancel programs which do not financially support themselves. In addition, if a class must be cancelled due to weather, instructor illness, facility issues, etc. we will contact participants by email. Please make sure you have an up-to-date email on your MyRec account. All classes located at the Lincoln School campus will not be held when the Lincoln School campus is closed.

## Accessibility

The Lincoln Parks and Recreation Department strives to make programs accessible to all. Please contact the PRD in advance to discuss specific needs.

## Withdrawal Two Weeks Prior to Program Start Date

If you withdraw at least two weeks prior to the program start date, we will issue you a full account credit or refund check (minus a \$15 fee). Refund requests must be sent in writing to LDumont@lincnet.org.

## Withdrawal One Week Prior to Program Start Date

If you withdraw at least one week prior to the program start date, we will issue you a full account credit equal to the cost of the program. Credits remain on your MyRec account and can be used toward any Parks & Recreation program. Refund requests must be sent in writing to LDumont@lincnet.org.

## Withdrawal Less Than One Week Prior

If you withdraw less than one week prior to the start date of the program or after the program has started, there is no refund or credit issued.

## Medical Withdrawals

Should a participant need to withdraw from a program due to a serious injury or illness after the withdrawal period has passed, a prorated account credit will be issued if a doctor's note is provided.

## Withdrawal Exceptions

Any programs with withdrawal exceptions or differences will be clearly noted in that program's description. Please read all program details carefully for specific refund policies. We do not issue credit card refunds.

*Withdrawal Note:* No credits or refunds are given for programs and events priced \$25 or less or for special events involving ticket purchase when the PRD has incurred an expense.