

Policies

Photography

The New Berlin Recreation Department uses pictures of participants in brochures and displays 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 should not be used.

Americans with Disabilities Act

In regards to the Americans With Disabilities Act, 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 disability.

Residency

A resident is anyone who lives within the boundaries of the City. 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 Policy

Non-resident fees for instructional programs may be 50% more than the published program rate. Unless indicated otherwise, non-residents may register beginning Monday, Dec. 5. Please see page 4 for additional information. Non-residents who register using false information will forfeit their right to participate in the activity, and no refund will be given.

Deadlines

Registrations for instructional programs will not be accepted after the third class has been completed.

Recreation Information Line (262) 754-1700

At your convenience 24 hours a day! Information regarding class cancellations, program updates, weather decisions and more. A decision regarding evening programs will be made at approximately 4:00 p.m. In the event of school closings, all evening activities scheduled at a school site, Hickory Grove Center or New Berlin Community Center, will automatically be canceled.

No Smoking/Alcohol Use Policy

The use of tobacco products or drinking 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 at the Recreation Office prior to participation; proof of registration may be required at class.

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.

Hospital/Medical Insurance

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

Program Changes

Participant initiated program changes must be received in writing prior to the start of the program.

Returned Checks

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

Refund Policy

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

- The Recreation Department cancels the program / change in published day/time schedule of program by department (100% refund). Persons registered for a program which is cancelled by the department (i.e. Lack of enrollment) shall receive a full refund of program fees or a credit for a future program, whichever the registrant prefers.
- Participant cancellation: Cancellations must be submitted in writing within one business day of the conclusion of the program to the Department indicating the reason for the refund. Internet convenience fees will not be included in the refund and any program supply costs (if any) will be deducted from the refund. Written refund requests received one business day prior to the start of the program will not be charged an administrative fee. There will be a \$10.00 administrative fee per program for refund requests thereafter. There is NO pro-rating of class fees.

Credit Policy

If you desire or are forced (i.e. injury) to discontinue participation in a program, the use of "credit" toward 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 fee(s).
- Credit use is at the discretion of the registrant.
- 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 (two years) from the date of issue.

Waiting List

If your desired class is filled, you will be notified and placed on a waiting list. The department will make every effort to accommodate those on the waiting list, (adding classes, etc.). If any openings become available, we will go to the waitlist to fill the class. You will be notified by phone of any openings.

Lesson Observation

Parents and family are invited to a child's special observation day. Our instructors 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.

Canceled Classes

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

Scholarship Program

Contact New Berlin Recreation for information

A Message To Parents (Age/Grade Requirement)

For all programs the age requirement will be as of the date of the first class unless otherwise specified. Please do not request or sign your child up in a class he/she does not belong in. If you should do so and we discover the error, it may be too late to get your child in the correct class because it is full. All age requirements are set to benefit the children and make instruction more consistent for the program leader. In some instances, the requirements have been set for the child's safety.

Thank you for
your cooperation