



PARKS AND RECREATION POLICIES AND PROCEDURES

REGISTRATION POLICIES

- Registrations are processed on a first-come, first-served basis. Online registration will open one week prior to in-person registration. Registrations received prior to the designated registration dates will be kept in our safe until the designated registration date.
- A minimum and maximum number of participants are required for each program. These guidelines are necessary to ensure the best possible instruction for each participant. The department may increase or reduce program size if necessary.
- If minimum enrollment numbers are not met, the Recreation Department reserves the right to cancel a program. Program cancellations due to low registration will be made at least two (2) days before the start of the program. Participants will be notified and will receive a 100% refund of the program fee.
- Resident and Non-Resident fees are determined by whom you pay your residential property taxes to. Unfortunately, being in the Sussex Hamilton School District or having a “Sussex” mailing address does not necessarily mean you are considered a resident of the Village. Non-resident participants pay higher fees because a portion of the Village of Sussex property taxes is designated to pay for the buildings, parks, instructors and administration of recreation services.
- Individuals under age 18 must have a parent/guardian signature on registration in order to participate.
- Individuals can be placed on a waiting list if their requested program is full. If space becomes available, waiting list members will be notified.
- You cannot participate in a program you are not registered for.
- If there is availability and you would like to switch classes, you may do so. If the new class is more expensive, you must pay the remaining amount at the time of the transfer. If the new class is less expensive, you will receive a credit on your recreation account.

PAYMENTS

- Registrations are not processed if an incorrect payment accompanies the registration form. We will not reserve spots until full payment has been received. Inadvertent overpayments are placed on the payee’s recreation account with the Village.
- If a payment is returned as “non-payable” for any reason, there will be a charge of \$30 for each returned submission. Accounts are suspended and individuals are removed from program rosters and must not attend any further classes until issuer pays in full the balance due plus all accrued service charges.

REFUND POLICIES

- Customers seeking refunds have two options. One is to receive a refund back in the original form of payment. The second option is to place the refunded amount on your recreation account to be used for future recreation programming fees. Money placed on your recreation account will expire 3 years after the date it was issued. Program registration cancellations requested prior to the registration deadline will receive a refund minus a \$10 administrative fee. If the refund is placed on the recreation account as a credit, only a \$5 administrative fee will be assessed.
- Program registration refund requests can be made up to one week past the program start date. Should the request be approved, a refund will be made minus a \$10 administrative fee. If a refund request is made for which the Recreation Department has incurred expenses on your behalf, a refund may not be granted. Expenses may be but are not limited to: uniforms, equipment, supplies, etc.
- Convenience fees are non-refundable. All pricing listed is cash pricing.



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REFUND POLICIES, CONTINUED

- Program registration refund requests that are submitted after the first week will only be considered with a physician's note stating the patient is unable to participate in the activity that is required. The refund will be pro-rated based on the date of the physician's note.
- Once a program begins, registration remains open at the advertised registration fee as space allows and with instructor permission.
- Refunds will not be made for individual absences (i.e. illnesses, vacations, etc.) and cannot be made up nor may you participate in a class other than the one you are registered for.
- If the program or event is a Village of Sussex run program, has a cost of less than \$10 or less/person and has a wait list, customers are eligible to receive a credit to their recreation account with a \$0 administrative fee.
- For certain programs and events, cancellations requests received after the enrollment deadline will only receive a refund if a replacement is found.
- The Parks & Recreation Department will try to reschedule a make-up class if a program has been cancelled due to adverse weather conditions. There will be no refund if a class cannot be rescheduled or if a participant cannot make the rescheduled class.
- If minimum enrollment numbers are not met, the Recreation Department reserves the right to cancel a program. Program cancellations due to low registration will be made at least two (2) days before the start of the program. Participants will be notified by the Recreation Department and will receive a 100% refund of the program fee.

ADVERSE WEATHER CONDITION GUIDELINES

If adverse weather conditions exist and the Sussex Hamilton School District has closed its schools or cancelled their activities, the recreation programs and events are cancelled. When the District is no longer in session, the weather delay or cancellation announcements will be posted as listed below. Our senior programs and events follow the direction of the Waukesha County ADRC. If their Sussex dining site is closed, our senior programs and events are closed.

Should adverse weather conditions be imminent or exist, recreation staff will post notification of the cancellations/changes in the most effective manner. The responsibility lies also with individuals to inquire about potential closings or cancellations. Every effort is made to give reasonable, prudent and advanced notice to registered participants by any of the following: Facebook and Twitter; www.villagesussex.org; taglines on local TV stations; email to registered participants. We DO NOT call individual registered participants to announce cancellations or changes.

PROGRAM OBSERVATION

In an effort to better promote a positive learning environment for programs, only registered participants are permitted in the program area. Our instructors welcome the opportunity to discuss participant's progress with parents after class.

PARENT & GUARDIAN POLICY

A parent or guardian must be present in the immediate class area for all programs involving children ages 5 and under. By participating and authorizing participation in Sussex Recreation activities, programs and special events, individuals agree to adhere to the policies set forth.



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SHARING PERSONAL INFORMATION

The personal information provided to the Sussex Parks & Recreation Department on the registration form is used solely for the purpose of participating in Sussex Recreation programs. The Sussex Parks & Recreation Department will not share information with outside parties.

PHOTOGRAPHY

Our Recreation Department periodically takes pictures of participants in our classes, during special events, and in the Village's parks. Please be aware that these photos are for recreational use and may be used in the Village's brochures, pamphlets, flyers, or Web site. You must give us written notice if you or your family members do not want to be photographed or published.

CODE OF CONDUCT

Recreation programs can be used as an opportunity for people, young and old, to learn how to engage in healthy activities while maintaining respect for themselves and other participants. Benefits are derived from the participant's attitude toward the program and the adherence to accepted standards of behavior.

BUILDING RESTRICTIONS

- Smoking and alcohol are strictly prohibited on any Village-owned property.
- No guns or weapons are allowed in any Village-owned building.

LOST AND FOUND

The Recreation Department is not responsible for any items lost or stolen during participation in any Village-sponsored activities. Any found items are taken to the Sussex Civic Center. Items determined to be of significant value will be given to the Village of Sussex Public Safety Building. Any unclaimed items are donated to a local charitable organization at the end of each season.

PROGRAM ERRORS/CHANGES

Occasionally there may be a misprint within this program guide. We will make every effort to correct the error as soon as possible. The Parks & Recreation Department reserves the right to cancel, postpone, combine, and change program locations or times for various reasons. Notification will be given in the most efficient manner possible.

INSURANCE/LIABILITY

Activities are conducted in a safe manner. There is an inherent risk of injury when choosing to participate in recreational activities. The Village of Sussex does not provide hospital/medical insurance coverage for persons participating in our recreation programs and events. Participants are encouraged to obtain their own insurance coverage prior to and for the duration of the activity they take part in.

AMERICANS WITH DISABILITIES ACT

The Village of Sussex will make reasonable modifications to support inclusive recreation participation. We request ample notice regarding special assistance requests; this will allow us proper planning time to accommodate needs.