

REGISTRATION & CANCELLATION POLICIES

**NEW
PROCESS!!**

How to Register?

ONLINE, MAIL, DROP OFF at the office, or FAX

**Credit card /debit card info due on emails & faxes

1. **Online:** www.peabody-ma.gov/parks_rec.html
2. **Mail or Drop off:** 50 Farm Avenue Peabody, MA 01960
3. **Fax:** (978) 535-0483
4. **Questions: Email:** peabodyrecreation@gmail.com

****Completed program registration form required for mail, drop off, or faxed registrations: (inside back cover)**

◆ Registration is not accepted at program sites.

◆ Youth Program Registration Process—**UPDATED!**

- ◇ All children must be the appropriate age by the start of the session.
- ◇ ****Phone registration note permitted for youth programs.**
- ◇ Complete the Program Registration form from the back of this program guide or print it from our website.
- ◇ Registration will be taken online, by mail, fax, or in person at the office for all children's programs.
- ◇ Payment is due with registration form.
- ◇ If a program is full by the time we process your registration we will contact you immediately.



◆ Adult Program Registration Process

- ◇ Registration may be taken over the phone with a credit/debit card or by mail, fax, email, or in person at the office.
- ◆ **Payment Policy**
- ◇ If paying with a check, please indicate the registered program.
- ◇ There is a \$25.00 charge for all returned checks.

◆ Refund Policy—**UPDATED!!!!**

- ◇ If you are dissatisfied with a program for any reason or need to cancel, the Recreation Dept. must be notified **before** the beginning of the **second class** to receive a **refund** minus a \$10.00 processing fee, otherwise, a pro-rated credit will be placed in your account from the date you notify the office of your cancellation.
- ◇ To obtain a refund on a credit card we will need the same credit card number and expiration date.

◆ Cancellation Policy

- ◇ We will do our best to contact everyone in the class if it is cancelled before it starts.
- ◇ We will do our best to reschedule a make up for a missed class that we cancel, but we cannot guarantee it. If we are unable to offer a make up class, we will give a credit for that class.