

CONCORD RECREATION

Policies and Procedures

May 1, 2022

PROGRAM REGISTRATION

REGISTRATION POLICY

Registration forms are processed on a first come first served basis. Full payment must accompany the registration form. In cases where classes are filled or canceled, we will notify you to try and arrange an alternate class. In order to receive member pricing, the individual participating must be a member from the time of registration until the end of the session. If the membership is not current or was to lapse, then you would be charged the non-member rate for the entire session, fees will not be pro-rated. Registrations are processed on a first come first served basis. Full payment must be paid at time of registration. In cases where classes are filled or canceled, we will notify you to try and arrange an alternate class.

CANCELLATION POLICY

There will be a \$25.00 (\$50 for AfterSchool, BeforeSchool, Early Release at Hunt and Concord Carousel Preschool) fee if you must cancel or switch a class or activity once your registration has been processed. The cancellation/ change fee applies to each activity/program that needs to be altered. This applies to all Concord Recreation programs including membership at the Beede Swim and Fitness Center. Concord Recreation reserves the right to make schedule changes to better serve our members or to cancel/combine instructional classes and programs due to insufficient enrollment. Please see Childcare Services for additional information on schedule change fees.

A full or partial refund will be issued under the program participants name or a make-up will be scheduled if the Facility must cancel a class due to the following:

1. Weather (Snow/Blizzard, Tornado, Hurricane, etc.)
2. Mechanical issues
3. Fire Evacuation
4. A documented medical illness that prevents participation in the program
5. Power outages
6. No water supply
7. Town wide health emergency or closure
8. A participant must request a cancellation at least 7 calendar days before the program starts.

Please note:

Summer Camp, AfterSchool, Before School, Early Release at Hunt and Concord Carousel Preschool are excluded and have separate cancellation/ change policies outlined in their handbooks. Please refer to those handbooks for those cancellation policies.

No refunds or makeups will be issued for circumstances including, but not limited to:

1. If you should choose not to attend for any reason (outside of a documented medical illness)
2. If cancellation notice is provided less than 7 calendar days before the program starts.

Every attempt will be made to schedule a make-up class at the end of the program session, which varies based on the program and staffing/ space/schedule availability. All situations outside of the ones mentioned above will be considered on a case-by-case basis.

FEES

- Fees will only be prorated for all remaining weeks when a participant joins a class already happening.
- Pro-rated fees will not apply to a person who plans to miss classes' mid-session.

WEATHER RELATED CANCELLATIONS AND DELAYS

- Weather related cancellations and delays are at the discretion of the Beede Center management
- Town of Concord/Concord School statuses are used to assist in the decision process, but are not the only factor
- Beede Center programs (Group Exercise & Aquatics) will operate when the Beede Center is open

DROP-IN PROCEDURE

- Drop-in's are available so long as space allows based on the maximum number for that designated class area
- The Drop-In form must be completed by the participant before class begins
- Payment due at time of registration-\$20 per class (Group Exercise & Aquatics)

CLASS MAKEUPS

- Classes will be made-up only when an instructor or substitute is unavailable to teach

FINANCIAL AID POLICY

The Town of Concord, MA is committed to making its Recreation Department programs, activities, and special events available to as many citizens as possible. This financial assistance program has been established to meet the needs of individuals and families assessed to have limited financial resources. To assure that all residents and public school students are able to access our programs, we are proud to provide financial assistance to those that qualify.

Application Instructions

Applications and all required paperwork must be submitted, in full, a minimum of 30 days prior to the start date of a program. Required forms include:

- Concord Recreation Financial Assistance Form
- Proof of Residency/Public School Enrollment (Concord Residents and Public School Students)
- Most recent year tax return
- Proof of any income not listed on tax return
- Any other documentation/circumstances you feel are important to consider

Applications and all required paperwork, in full, should be delivered to:
Recreation Director 90 Stow Street Concord, MA 01742

Concord Recreation reserves the right to exercise managerial discretion regarding financial assistance, and to limit the amount of funding allocated to any given household or individual within one calendar year. Please note that an in-person interview may be required by the Recreation Department before any request can be processed.