

# Welcome to Online Registration for Programs

Welcome to online registration for the Rocky River Recreation Department. Before you register, please read the following instructions carefully.

There is a convenience fee of **\$3.00** per cart when registering online.

**TO REGISTER ONLINE:** There are TWO ways to register online. Simply choose an activity then proceed by following instructions ~OR~ click on account first to set up a customer account. We accept Visa, Mastercard and Discover.

**CUSTOMER LOGIN ACCOUNT:** By creating this Customer Login Account, you will not need to re-enter your information each time you enroll online. You will be able to edit your family information, see what you and your family members are registered for, make payments and apply any credits available on your account. **\*\*IF YOU HAVE REGISTERED WITH US IN THE PAST, CALL FRONT DESK TO GET THE EMAIL THAT WE HAVE ON FILE FOR YOU! 440-895-2599 ~ SELECT 0 ~**

## Instructions for Creating a New Account

***Please write down your password and keep it in a safe place.***

1. Click on "login" in the upper right hand corner of the page.
2. Under the login information select "I would like to create an account".
3. Enter all data for the main account holder first.
4. Click "Save & Continue" when completed.
5. Click "Add a New Member" and enter data for the next person in your family. Do this for all persons in your immediate family. Please note, that new member refers to a member of your immediate family.
6. To register for an activity click on "Register" on the left side or top of this page.

## **REFUND POLICY\***

- Refunds (or Recreation credit, if preferred) will be issued if an activity is full or cancelled by the Department. Allow 4-6 weeks for refund checks to be sent by the City Finance Dept.
- If you do request a refund, you must submit a refund request IN WRITING, NO LATER THAN 5 DAYS before the first day of the program. Refund Request forms are available at the Civic Center Front Desk. Approved refunds will be subject to a minimum \$10 administrative or a 10% fee (whichever is greater) that will be deducted from the original amount paid.
- Recreation Dept. Credit: if you choose to have the refund posted to your Recreation account to use for future programs, a credit for the full amount will be posted IF requested no later than 5 days before program start. The credited amount may be used for most class registrations, memberships or pool passes. Late requests for credits subject to cancellation fee of \$10 or 10%.
- Refunds or Recreation Credits will not be given if requested less than 5 days prior to the first session. Individuals assume the risk of changes in health or personal schedules.
- Exception—Preschool Classes, Learn to Swim Classes: children who refuse to participate due to immaturity, separation anxiety, or fear of the water may request a CREDIT to their Recreation Department customer account after the first class. The credit will be pro-rated to reflect the 1 class attended. No credit after attending the 2nd class.

- Certain programs offered by Independent Contractors, Youth Hockey, Summer Day Camp\* have different refund policies, listed in their program description.
- Memberships/Pool Passes/Expired Punch Passes are non-refundable and non-transferable.
- If you or your child are expelled from an activity for a disciplinary reason, no refunds are given.
- We reserve the right to cancel, combine or divide activities, to change times, dates, or place of meeting, and to make revisions in activities which may become necessary. The participant will have the option to attend the “revised” activity or receive a full refund.
- All activities offered are available to view online. Some activities, however, do not allow for online registration.
- To help save time when registering online, please do not delete your cookies after you are done registering. Keeping your cookies will allow the online registration software to keep your profile on file. You will then only need to enter your credit card information each time.
- **\*Day Camp Refund Policy:** Requests must be submitted in writing by filling out a Refund Request form, available at the Civic Center Front Desk or Recreation Dept. office. Refunds are NOT guaranteed. **Automatic loss of \$50**; there may be an additional loss of other camp fees which have been paid, depending on the date of the refund request, whether we can fill your child’s spot, field trip costs, and other factors. Refunds are subject to approval by the Program Supervisor and Recreation Director.

By clicking on the line below, you agree to the term and conditions outlined above.

[https://www.activityreg.com/ClientPage\\_t1.wcs?clientid=RCKYRVR&siteid=1](https://www.activityreg.com/ClientPage_t1.wcs?clientid=RCKYRVR&siteid=1)

**If you have questions or need further assistance please call us.**

**Rocky River Recreation Department  
21016 Hilliard Blvd.  
Rocky River, OH 44116  
440-895-2599 extension 0**