

## RANDOM RESIDENT REGISTRATION

Registration for Village of Orland Park residents only will be accepted upon receipt of the brochure. These registrations will be held until **Thursday, August 16**, and will then be entered on a random basis along with any forms received on this day. After this date, all subsequent resident registrations will be entered on a first come, first served basis. See the Information page for proof of residency requirements.

- Review the brochure and choose your programs.
- Complete the registration form—Incomplete registration forms will not be processed.
- One family may register on each form. (*immediate family members only*)
- Be sure to sign the registration form.
- Mail-in, drop-off, email, or fax completed registration forms to either administrative office.

## NON-RESIDENT REGISTRATION

Non-resident registration begins **Wednesday, August 29, at 8:30 AM**. Registrations are accepted at the administration offices. Times and locations are listed on page one. Non-residents may follow the online, mail-in, drop-off, email, fax, or walk-in procedures listed on the next page beginning August 29.

## REFUND POLICY

1. All withdrawal requests must be made before the start of the second class and cannot be done online.
2. No refund will be granted after the second meeting of the program or without written medical excuse prior to completion of the program.
3. All refunds, including online registration, must be made in person at either administration office.
4. A \$5.00 administrative charge will be assessed per program for all refunds over \$5.00 including refunds for medical reasons.
5. Refunds will not be issued if the refund amount is \$5.00 or less. Monies will be left on customer's account.
6. Refunds will not be given on special events, workshops or certain trips less than seven days prior to the date of the program.
7. No refunds will be given for adult sports leagues.
8. The online \$2.50 convenience fee is non-refundable.
9. When any program is cancelled or changed by the Recreation Department, a full refund will be given on the program. Please note: the \$2.50 online convenience fee is non-refundable.
10. Medical excuses will result in a prorated refund based upon the number of classes held prior to the date listed on the physician's excuse.
11. Please allow four to six weeks for the refund check to arrive. These may not be cashed at Village Hall.

## REGISTRATION POLICIES

1. Fees for late registrations will not be prorated.
2. A government issued birth certificate is required for all participants five years and younger before registration will be accepted.
3. The Recreation Department reserves the right to cancel or postpone programs due to an insufficient number of participants.
4. **Parents/guardians may register for immediate family members only. Each adult must sign form.**
5. If there is a problem with your registration, we will try to contact you by phone or email. If we cannot reach you, the registration form will be returned by mail and your place in the program cannot be saved. Be sure to include a valid daytime phone number on all registration forms.
6. Registration is not complete until a confirmation email receipt has been issued.
7. The Recreation Department is not responsible for lost or late mail or faxes.
8. The program number for each offering is listed with the description. This program number is essential for processing registrations.
9. Participants or their parents (if participant is a minor) permit the taking of photos, audio and video tapes during the Recreation Department activities for publication and use as the department deems necessary.
10. Parents are welcome to attend their child's first and last class only. You will not be allowed to remain in the classroom any other days.
11. Participants registering for strenuous activities are encouraged to seek a physician's approval.
12. **All registration forms must be signed. Those without signatures will be returned to the sender, thereby jeopardizing registration and program placement.**
13. **Proof of residency is required for all registrants. Falsification of residency may be grounds for non-refundable expulsion from program or membership.**
14. **A \$25 service charge will be assessed on all rejected credit card payments, and \$40 service charge on all returned checks.**
15. **The Recreation Department reserves the right to suspend participation in activities of customers whose account is in "bad standing" until all fees are paid. Failure to pay may result in collection costs being added to outstanding balance.**

### A.D.A.

A request for ADA modifications or assistance at a program is required at the time of registration. **Please mark the ADA box on the registration form.** Early registration, along with a request for accommodation, is strongly suggested to assure that appropriate modifications are secured prior to the start of the program. **We recommend at least two weeks is needed to have modifications in place.** Please see page 84 for more details on ADA and Inclusion.



## TO ALL PATRONS OF THE VILLAGE OF ORLAND PARK RECREATION DEPARTMENT

ActiveNet is a user-friendly platform that will benefit many of our participants who rely more and more on mobile devices. One of the key features of ActiveNet is that you can now go online from any wireless device at any time of the day to register for a program, make a payment, check facility locations, and much more. Additionally, parents can keep track of their family's activities all in one place. If you would like to receive important text messages and program updates or changes, you must provide us with your cell phone number and carrier. Please feel free to call us at 708.403.7275 or 708.645.7529 or send an email message to [orlandrecreation@orlandpark.org](mailto:orlandrecreation@orlandpark.org).

### ONLINE REGISTRATION

It's ... Fast, Easy and Convenient! Access our up-to-date program information 24 hours a day, seven days a week.

Go to [orlandpark.org](http://orlandpark.org) and click the button 'Online Services', then go to 'Register for Rec Programs & Classes.'

- Click "View Activities" to browse our programs and register
- If you would like to register, select the family member that you want to register, then click on 'Add To Cart' button
- Select 'Continue Shopping', or 'Proceed to Shopping Cart'.
- Verify your selections; review all fees, then 'Proceed to Checkout'
- *Note:* A \$2.50 non-refundable online convenience fee will be added to your cart at checkout
- Enter your payment information, agree to the liability waiver, and select 'Pay & Finish'
- Your receipt will appear on the screen
- Always remember to logout after your online session

#### For New Customers /Create New Account:

- Click on 'Create New Account' link.
- Fill in your name, address and required fields indicated by a red asterisk (\*). *\*Note:* to receive text message alerts, including cancellation notifications, please indicate your cell phone carrier.
- If you are registering a child for an activity, please begin by using your own information when filling out the online registration account request, NOT the information of the child you wish to register for an activity. You will have the opportunity to add family members upon completion of your information.
- Once you have established an account, you may register online.

### ADDITIONAL WAYS TO REGISTER

#### 1 MAIL-IN/DROP BOX

Place the signed registration form with check or credit card number in a sealed envelope and mail to:

- Recreation Administration Office 14600 Ravinia Ave. 60462
- Sportsplex 11351 W. 159th Street, 60467

Or place in Drop Box outside the following locations:

- Franklin Loebe Recreation Center 14650 Ravinia Ave.
- Recreation Administration Office 14600 Ravinia Ave.
- Sportsplex 11351 W. 159th Street

#### 2 FAX

708.403.6274 or 708.364.7234

Fax the registration form along with your completed credit card information to either number listed above. Facsimile form has the same legal effects as the original document. Please call 708.403.7275 or 708.645.7529 to confirm receipt of fax. *Sorry, phone-in registration is not accepted.*

#### 3 EMAIL

Scan registration form, birth certificates, completed credit card information, and any other pertinent forms, and email this information to [OrlandRecreation@orlandpark.org](mailto:OrlandRecreation@orlandpark.org). Scanned forms have the same legal effects as the original documents.

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#### INDICATES



**ONLINE REGISTRATION IS NOT AVAILABLE FOR THIS COURSE.**

**ALL VILLAGE OF ORLAND PARK REGISTRATION POLICIES APPLY**

**RESIDENT REGISTRATION BEGINS August 16, 2018 | NON-RESIDENT REGISTRATION BEGINS August 29, 2018**

