

# General Information

## ELIGIBILITY FOR PROGRAMS

All Village of Elm Grove recreation programs are open to residents and non-residents. The Village of Elm Grove Recreation Department reserves the right to limit the number of non-residents in any program. For registration purposes, a **RESIDENT** is anyone who lives within the boundaries of the Village of Elm Grove or pays property taxes to the Village of Elm Grove and the Elmbrook School District. A **NON-RESIDENT** is anyone who does not reside within the boundaries of the Village of Elm Grove and does not pay property taxes to the Village of Elm Grove **AND** the Elmbrook School District. Non-resident participants contribute an additional fee or surcharge to offset their non-tax status for programs.

## FEES

Program fees and charges are assessed in order to help defray the cost of program operation. Non-resident fees are 1.5 times those of residents. **FEES MUST BE PAID AT THE TIME OF REGISTRATION.** Cash, checks, and credit cards are accepted for all classes and reservations.

## REFUND POLICY

### **The Recreation Department Cancels the Program:**

Persons registered for a program which is cancelled by the Recreation Department shall receive a full refund of fees or a credit for a future program, whichever the registrant prefers.

**Participant Cancellation:** If participants cancel their registration prior to the start of a program, they shall receive a refund less a \$5.00 service charge for each transaction, or a fee credit to a future program, whichever the registrant prefers.

**NO REFUNDS OR CREDITS WILL BE ISSUED ONCE THE CLASS HAS STARTED. THERE IS NO PRO-RATING OF CLASS FEES.**

## CANCELLATION OF PROGRAMS

Programs may be cancelled for inclement weather or under extreme circumstances. When possible, cancellation information may be obtained by calling the Recreation Department at 782-6700. If inclement weather causes cancellation of a class, an effort will be made to schedule a makeup time if possible, except where noted in individual programs.

## ACCESSIBILITY

If anyone needs special accommodations for participation in programs due to a disability, contact the Recreation Director at (262) 782-6700. Please give as much notice as possible to make your experience a pleasant one.

## WAITING LISTS

If the class you wish to register for is full, you may place your name on our waiting list. Every effort will be made to accommodate those on the waiting lists. Should an opening occur, we will contact people in the order they were placed on the list. If numbers warrant it, another class may be added.

## PROGRAM LEADERSHIP

Qualified, competent leadership is the key to any successful program. The Elm Grove Recreation Department will attempt to employ such leaders in all of its programs. Our current instructors welcome the opportunity to discuss participant progress with parents. If you would like your child's instructor to contact you, or if you feel you are qualified to lead, instruct, or officiate a specific program, please contact the Recreation Department.

## INSURANCE

The Village of Elm Grove does not provide hospital, medical, dental, or accident insurance coverage for people participating in recreational programs or activities. Program participants are strongly encouraged to obtain their own insurance coverage prior to the start of any program or activity. Absence of personal health insurance coverage does not make the Elm Grove Recreation Department responsible for payment of a participant's medical coverage. All participants in department sponsored activities must provide their own insurance and assume risk for all injuries. The Elm Grove Recreation Department will not be liable for personal liabilities or accidents.

## SAY CHEESE!

For program promotion purposes, we will be photographing several of the activities and their participants. The photos have the potential to appear in future brochures and promotions. If you do not wish to have your photo taken, please notify the Recreation Department in advance.



## OOPS!

Occasionally there may be errors in the days, times, registration requirements, or fees noted in the brochure. If so, the Recreation Department will do everything possible to correct the situation promptly. Thank you for your patience and understanding should these situations arise.