



POLICIES & PROCEDURES

Fair Share Policy

The City of Westerville Parks and Recreation Department is largely financed through City Income Tax dollars. Therefore, to be considered a "Resident" in our registration process, you must live or work full time within the corporate City Limits of Westerville or be a spouse or child of such person. "Non-resident" applies to all others. Even though you may have a Westerville mailing address or live within the school district, you may not live within the Westerville City Limits. We ask for your understanding when registering.

Resident/Non-resident Rates

To receive discounted resident rates, Westerville residents will be required to present identification such as a valid driver's license, photo ID card, utility bill or pay with a check with an address printed by the bank. Individuals employed full time in the Westerville City Limits will need to provide proof of employment on company letterhead with the signature of the personnel director or president or a current paycheck with their employer's name and address along with a valid driver's license. If a household has been granted residency status due to providing proof of Westerville income tax withholding and it is later revealed that a full refund of these taxes occurred, the City of Westerville reserves the right to collect the difference between the resident fee paid originally for the activity or pass and the appropriate non-resident fee. A \$5.50 resident ID card may be purchased for registration and admission convenience.

Non-resident Fee Policy

The non-resident fee is an additional \$5 to any program \$20 or less and \$10 for any program more than \$20 and less than \$60 and \$15 for any program \$60 or more. Seasonal and Annual Pass fees, daily admission fees and rental fees are 50 percent higher for non-residents.

Payment By Check

Checks should be made payable to the "City of Westerville." There will be a \$31 service fee for all checks not honored for any reason by any bank.

Scholarship Assistance Programs

The Westerville Parks Foundation offers scholarships for activities and passes to any age person who lives in the Westerville corporate City limits. These scholarship programs are designed to assist residents who may be experiencing a financial hardship with fees. Some restrictions may apply. Interested individuals may obtain scholarship applications at the Westerville Community Center.

Photo/Video Release Policy

By registering for any Westerville Parks and Recreation program, you agree to allow publication of photos/videos taken at any program, event or facility associated with the City of Westerville Parks and Recreation Department.

Age Policy

Children nine and under must be accompanied by an adult at all times while in the Community Center.



Access to All Americans with Disabilities Act

This landmark civil rights legislation went into effect Jan. 26, 1992. It is a significant step forward to make our society's services and opportunities fully available to all Americans by combatting barriers and prejudices that confront those of us with disabilities. The City of Westerville is committed to implementing the intent and spirit of this legislation. Those who may need assistance in order to enjoy our programs should contact the Administrative Office at (614) 901-6500 at least 2 weeks in advance of the program to discuss any necessary accommodations. [TDD line: (614) 901-6413.

Persons with disabilities are invited to participate in all programs offered through the Westerville Parks and Recreation Department. When registering for a program, we ask that participants requiring special assistance mark the designated box on the registration form or add a note to your class when registering online.

Pass Refund Policy

All Community Center PASSports, Highlands Pool Passes, Sprouts Wait Room Cards and Gift Certificates are non-refundable and non-transferable.

Hardship Termination Criteria

The following criteria must be met to qualify for a hardship refund:

A job transfer outside a 25-mile radius of the Community Center. PASSholder or class registrant must provide a letter from his/her Human Resources Department stating that he/she is being transferred including forwarding address and phone number for verification.

In case of medical condition the following options are available:

A Community Center PASSholder or a class registrant may receive a refund if he/she provides a letter from a physician stating that they are on a medical restriction of an indefinite nature.

A Community Center Pass or Senior Center Membership can be put on hold and the expiration date extended if the participant provides a letter from a physician stating how long they are on a medical restriction.

A \$5.00 transaction fee shall apply to all hardship refunds in addition to the prorated amount.

Notice to Participants

Participants must recognize that all classes/activities of a physical nature involve some risk, and by registering for a class/activity of this nature there is an assumption of risk by the participant. The City of Westerville Parks and Recreation Department is dedicated to providing safe facilities and equipment as well as qualified staff for all participants. Every effort is made to ensure participant safety and to provide first-class recreational activities, facilities and parks. In the event of a serious accident or illness, it is the policy of the City of Westerville to: (1) contact the Westerville Fire Department Paramedics to perform first aid and, when necessary, recommend transport of the victim to the hospital; (2) reach the parent, guardian or emergency contact as soon as the situation allows.

Cell Phone Policy

The use of cell phones in any City of Westerville Parks and Recreation Restroom, Locker Room, Fitness Area or Pool is not permitted.

Program Refund Policy Cancelled Classes

If a class is cancelled or closed, you will receive a full refund in the form of a check. There will be no cash or charge account refunds. Refunds take approximately three weeks to process.

REFUND BEFORE THE CLASS BEGINS

Refunds will be made only before the start of the class for one of the following circumstances and a \$5.00 transaction fee will apply:

- When the refund is requested at least seven (7) days in advance (except where otherwise noted) of the first class meeting provided it does not reduce the participation level below the required minimum.
- When documentation is presented for an approved hardship situation.

REFUNDS AFTER THE CLASS BEGINS

- Refunds will be made only when documentation is presented for an approved hardship situation.
- A \$5.00 transaction fee will apply.

CUSTOMER SATISFACTION GUARANTEE POLICY

In the event you are not satisfied with a program or service, The Westerville Parks & Recreation Department shall offer the following options:

- Repeat the program at no charge - or
- Receive a gift card that can be applied to any other program - or
- Receive a refund (*processing takes approximately 2 weeks.*)

NOTE: Adult sports leagues, camps, trips, consumable program supplies, daily admissions, annual passes, facility rentals, special events or tickets to certain events are exempt from the Satisfaction Guarantee.

Camp Refund Policy

Camp Peanut, Camp Coconut and Camp Walnut and Summer Escape Travel Camp refund policy will be as follows: A \$25 transaction fee will be processed per week, per child for every refund issued. All camp refunds must be submitted 30 days before the start of the camp session the household is looking to get refunded for. For more information, call the Program Supervisor at (614) 901-6543.

Cancellation of Activities

Due to Inclement Weather

All daytime (before 5 p.m.) programs will be cancelled when Westerville Schools are closed due to inclement weather. Cancellation of evening programs (after 5 p.m.) will be determined by 4 p.m. On Saturdays, information will be available on daytime classes beginning at 8 a.m. and on evening classes beginning at 4 p.m. The Department will issue cancellation announcements on WBNS 10-TV and radio stations 94.7 FM and 610 AM. Information will also be available on the SPORTS/INCLEMENT WEATHER HOTLINE.

Due to Low Enrollment

The City of Westerville Parks and Recreation Department reserves the right to cancel classes due to low enrollment.

INCLEMENT WEATHER/SPORTS HOTLINE
(614) 901-6888