All registrations will be processed in the order in which they are received.

Online registration begins at 10:00am on May 20\textsuperscript{th}. Staff will be in the office to answer questions starting at 10am Wednesday, May 20\textsuperscript{th}, and also available starting at 8:30am on Thursday, May 21\textsuperscript{st}.

1. What is the registration policy?
   To give all our residents equal opportunity to register for programs, the Geneva Park District employs the following registration policy:

2. How do I register for summer classes with deferred payment?
   - Register for the programs and activities as usual.
   - Online registration is the quickest option.
   - Online registration automatically indicates that a waitlist exists for this activity. This is our temporary process for deferring payment.
   - Click on “Continue with this enrollment”
   - The Shopping Cart will show a zero-balance due
   - Continue Shopping or Proceed to Checkout
   - Click on “Proceed to Checkout”, although no payment is required
   - A receipt will be emailed to your email address on file indicating your place on the waitlist.
   - Once registration opens and appropriate class sizes have been determined, participants on the waitlist will be moved to active status in the order in which those registrations were received. 
     Please note: not all waitlisted individuals are guaranteed a spot in the program
   - A second receipt is sent to your email address on file indicating a balance due with a notation at the bottom of the receipt requesting that you “Please pay the balance within 48 hours to keep this registration”.

3. How do I pay my account balance once summer classes become active?
   Click My Account, under History & Balances select Pay Old Balances
   - Check the balance(s) that you would like to pay and click Add to Cart
   - Click Proceed to Checkout
Please note: after the 48-hour period, if payment has not been collected, the next person(s) on the waitlist will be contacted and your spot in class is no longer reserved

4. When is online registration available?
Online registration is available 24 hours a day.

5. What if I do not have an account with the Geneva Park District?
You can create one at the below link. Please list your residency information correctly. A staff member will contact you at a later time to verify residency.
Here is the link to create an account.
https://rectrac.genevaparks.org/web/wbwsc/webtrac.wsc/household.html?option=add

6. What happens if the person I want to register is not on my online account?
First, the person needs to reside in your household before being added to your account. 
Second, you can email us at info@genevaparks.com or call us at 630-232-4542; the information we will need is the person’s first and last name, birthday and gender.

7. What if I cannot get logged into my online account?
You can email us at info@genevaparks.com or call us at 630-232-4542.

8. What is the policy on children under the age requirements?
Our programs are carefully designed to meet the needs and capabilities of various age groups. While individual abilities among children can vary greatly, once our age parameters are set for a class, we must allow every opportunity for children of the designated age the opportunity to register for the program. We will not generally permit children who are outside the specified age range to register for a program. If you believe a particular program may be suitable for your child and they do not meet the age requirements, the program supervisor (not the instructor), may possibly approve their registration within one week of the start of class. Evaluation of the child’s ability level may be required. If you would like to request for your child to be enrolled in an activity that is out of their age range, then please follow this link to complete a fillable age waiver request form. It will be routed to the appropriate program supervisor who will then evaluate and process your request.

9. Explain the different ways a person can register and explain procedure on res/non-res whom have never registered before.
Registration may be done online, or by using our online form. We prefer you register online through WebTrac to enroll immediately. However, if you’re unable to use WebTrac, you can submit our fillable form where our staff will manually enter in your registration.

10. What is the policy for refunds and class changes.
The Geneva Park District Refund policy;

1) An Application for Refund form must be submitted for all refunds. Refund requests must be submitted 10 days prior to the first-class meeting date.
2) All refund requests will be assessed a service charge of $3 or 10% whichever is less with a minimum charge of $1. A prorated withdraw refund will be made for participants who decide, for whatever personal reason (including illness or injury), that an ongoing program is not right for them. The prorated refund will be based on the number of classes that have occurred at the time the refund request form is received by the Park District.

3) The Refund Policy does not apply to: “nonrefundable” trip tickets, unless the Park District is able to resell tickets; Preschool Program deposits, unless the class space can be filled prior to the start of the program; contracted classes, unless a replacement can be found. Refunds will not be granted for Fitness Memberships for any reason, after one month from the start date. Pool passes are non-refundable. No refunds or makeup classes will be granted for unattended classes. Geneva Park District has the right to review and make the final decisions on all refunds.

If changes are made to a class, participants will be notified through calls and/or emails.

11. Are makeups permitted?
Participants who miss classes are not permitted to make them up at another time. Class maximums are set based on a number of parameters, including, but not limited to; instructor to student ratios, equipment, space limitations, etc.

12. Methods of payment accepted. Visa, Mastercard, American Express and Discovery, if you have a credit on your account, the credit amount will be deducted on the payment screen.

13. What if my question was not answered?
Please see the below link to our registration policies.
https://www.genevaparks.org/registration/
If your question is still not answered, you can email us at info@genevaparks.com or call us at 630-232-4542.