

## GENERAL REGISTRATION INFORMATION

- 1) Friends of the Foundation Membership registration begins **1st Monday of the registration period**. During this time online, mail-in and fax registrations will be available. *Online registration begins at 7am.*
- 2) Gilbert Resident registration begins **1st Tuesday of the registration period**. During this time online, mail-in and fax registrations will be available. *Online registration begins at 7am.*
- 3) Non-resident registration begins **1st Thursday of the registration period**. During this time online, walk-in and mail-in registrations will be available. *Online registration begins at 7am.*
- 4) Registration is ongoing until programs are filled.
- 5) Registration forms received prior to the registration dates will not be processed until the registration date as time permits.
- 6) Online registration is processed in real time. **You must “accept” the waiver of liability and make a payment in order to confirm placement in a course/program.**
- 7) Online registration requires a payment by credit card, or by using an existing credit on your recreation account. If you wish to register online but do not want to use a credit card, you may come into the Parks and Recreation office prior to registration and place a credit on your recreation account using cash, check or money order. The credit can then be applied toward any online registration.
- 8) Print a copy of your online registration receipt for confirmation of your course/program enrollment.
- 9) Mail-in registration forms require an assumption of risk waiver signature by a parent/guardian.
- 10) Mail-in and walk-in registrations are processed during regular business hours: **Monday-Thursday 7am-6pm; CLOSED Fridays.**
- 11) Payment can be made by either cash, check, credit card, or money order. For mail-in registration, do not mail cash.
- 12) The Town of Gilbert is not responsible for lost or misdirected mail.
- 13) Payment must be made at the time of the enrollment in order for the registration to be complete.
- 14) Early registration is encouraged to help prevent course cancellation.
- 15) **WAITLISTS:** If you are on a waitlist for a class, and an opening becomes available, a Parks & Recreation staff member will contact the waitlisted clients in order of the waitlisted position. Each waitlisted position will receive a 24 hour window to respond to the opening before the recreation staff member continues on through the waitlisted positions.
- 16) A participant will be allowed to register for a class as long as the participant reaches the required age anytime during the session, unless otherwise stated in the class description.
- 17) Gilbert Parks and Recreation Department is committed to being fair and equitable to all participants, therefore we are unable to make exceptions to any class policies. We appreciate your cooperation and understanding.
- 18) The Town of Gilbert has the right to cancel, postpone, combine classes, change rooms and/or instructors at any time. For the most up-to-date information, contact the respective center.
- 19) A \$25 service charge will be assessed on returned checks.

## CLASS PROGRAM GUIDELINES AND POLICIES

- While we love our parents, our recreation classes are intended for drop off only and parents are not allowed in the classroom during class time. If your child is not ready to attend a class without a caregiver, please see the PARENT/TOT section for options. Exceptions are made for participants with special needs who require assistance.
- For PARENT/TOT classes, only registered participant and parent are allowed in the classroom. Siblings, including infants, unless registered, are not allowed in the classroom. Parents do not need to register but will be required to sign a waiver of liability on the first day of the session.
- Participants should dress appropriately according to the type of class. Tights/leotards and/or loose clothing are recommended for dance/movement classes, sneakers for sports classes, etc. Closed-toe shoes are a must for all classes.
- Click on [Class Program Policies and Guidelines](#) for a complete list.

## REFUND AND CANCELLATION INFORMATION

**Requests for a credit or refund must be received by 6pm, one week prior to the start of the class, camp and/or program. Please call (480) 503-6200 for more information.**

- The Town of Gilbert has the right to cancel any program due to insufficient enrollment.
- Early registration is encouraged to help prevent course cancellation.
- If a class or program is cancelled, participants will be notified one week prior to class start date (unless unforeseen circumstances arise) and offered an alternative choice, if available.
- If no alternative is available, a full credit will be applied back to the participant's recreation account. Credits left on recreation accounts can be used for a period of one year from the first date of the class or program for which one originally registered. Such credits may be used for any Gilbert Parks and Recreation Department class, program or rental. Credits not used or refunded after one year will be donated to the Parks and Recreation Foundation.
- Upon request, a full refund can be issued for a cancelled class or program.
- Refund checks require 2-3 weeks processing time.

# CHOOSE ONE OF OUR EASY WAYS TO REGISTER!



## Create Your Recreation Account Online

It's QUICK and EASY!

- Go to [www.GilbertRecreation.com](http://www.GilbertRecreation.com)
- Click 'Create an Account' tab
- Fill out all required fields; name & address contact information, personal information, emergency contact and account information then click **Create Account**. If you are registering a child for an activity, create your account first then choose the **Create and Add Family Member** for additional persons residing in your household. Once you have an online account created, you will have the opportunity to add family members at any time thereafter.
- Your login name will be sent to you by email. Be sure to validate your email by clicking the validation link and create your password which will allow you access to your account information.



## Walk-In Registration

Walk-in to any of the following Recreation facilities to register in person beginning Thursday, July 20.

**Parks and Recreation Department**  
90 E. Civic Center Dr. (480) 503-6200

**\*Freestone Recreation Center**  
1141 E. Guadalupe Rd. (480) 503-6202

**\*Gilbert Community Center**  
130 N. Oak St. (480) 503-6290

**\*McQueen Park Activity Center**  
510 N. Horne St. (480) 503-6294

*\*Registration is available for center classes only*



## Online Registration

Log on to [www.GilbertRecreation.com](http://www.GilbertRecreation.com)

- In order to login to your Gilbert Recreation Account you will need the email address you used to create your account and the password you chose.
- If you misplace or forget your login or password, check the **Forgot your login name/password?** link then follow the prompts. If you continue to experience difficulties, contact the Parks & Recreation office Monday-Thursday between 7am-6pm at 480-503-6200 for assistance.



## Mail-In Registration

Mail [REGISTRATION FORM](#) along with payment to:

**Parks and Recreation Department**  
*Attention: Registration*  
90 E. Civic Center Dr.  
Gilbert, AZ 85296

- A signature is required to process registration
- Make checks payable to: **Town of Gilbert**
- Do not mail cash

## Payments Accepted



- Make checks payable to: **Town of Gilbert**.
- A \$25 service charge will be assessed on returned checks.