

# Bernards Township Parks & Recreation Program Registration Policies & Procedures

**UPDATED 1/8/18**

Registration forms are available at the Recreation Department and at [www.bernards.org](http://www.bernards.org).  
A link to our online registration website can be found at [www.bernards.org](http://www.bernards.org) on the home screen.  
Some programs have additional information/policies noted on their individual flyers or on your receipt.

## Program Advertisement

- Program registrations are advertised on [www.bernards.org](http://www.bernards.org) (under Departments & Services/Parks & Recreation), through the P&R "Rec Rundown" e-newsletter ([subscribe!](#)) and the Bernards Township Board of Education's "Friday Folder" e-newsletter ([subscribe!](#)).
- Hard copies of program flyers and forms are available at the Recreation Department.

## Household Accounts

- **New Households** - If you are a new resident or have not completed a transaction with the Parks & Recreation Department within the past 5 years, you will need to complete a [Household Information Form](#) and provide proof of residency for your household and date of birth (drivers license/birth certificates) for all family members.
- **Active Households** - You are able to update your phone numbers, email address, emergency contact information, user name and password through "My Account" at any time. To change your address or add date of birth for family members, you must complete a [Household Information Form](#) and provide the proof required for the information you are requesting be updated (drivers license/birth certificates).
- [Household Information Forms](#) can be mailed or delivered in person to the Parks & Recreation Department, located in Town Hall, 1 Collyer Lane, Basking Ridge, NJ 07920. You may also email your form and documents to [recreation@bernards.org](mailto:recreation@bernards.org). Once we have reviewed your completed form and proof, we will send you an email including your user name and password. Household information will not be updated by phone. Send copies of proof documents only. Copies and scanned files must be legible. Do not send originals, they will not be returned.
- A "household" consists of all immediate family members living at the same address.
- The Township reserves the right to require additional means of proof for any or all registrants when deemed necessary.

## Online Registration

- Every family member must have a date of birth entered into the system in order to use online registration.
- Online registration will begin at 8:30AM (EST) the first day registrations are accepted for a program. Afterwards, registrations will be accepted online 24 hours per day on a space available basis until registration closes for the program or the program is full (see Wait Lists). **We recommend you practice logging into the system well in advance of any registration start dates to ensure you are able to access your account.**
- If a program is listed as "Unavailable" online, refer to the program details for online registration dates. If the online registration dates have passed, call 908-204-3003 to determine if you may still register for that program.
- Payment by Visa, MasterCard or Discover is accepted through online registration only. Credit cards are not accepted by phone or in-person. (American Express is not accepted.)

- If you have forgotten your email or password, call 908-204-3003 for assistance during our normal operating hours. Or you may follow the instructions on the Member Login screen to have the information on file emailed to your primary email address. You must know your primary email address in order to retrieve user name/password information.
- For online payments that are eligible for a refund, payment will not be refunded back to your credit card (see Refunds).

### **In-Person/Mail-In Program Registration**

- To register for a program, complete a registration form and return it with payment to the Recreation Department in person or by mail to: Bernards Township Recreation, 1 Collyer Lane, Basking Ridge, NJ 07920
- At the Recreation Department payment can be made by cash or check only! Make all checks payable to "Bernards Township." If registering for multiple activities at the same time, write separate checks for each.
- Proof of Bernards Township residency (drivers license, utility bill, etc.) is required if your street address is not printed on your check or if your check only has a PO Box listed.
- Some programs have a late registration fee. Postmarks do not apply. If your registration is received after the payment deadline, and if space is available, you will be charged the late fee.

### **All Program Registration**

- Programs with special registration start dates are noted on their individual flyer and in their online description.
- Participants must be registered before attending any program.
- Carpool, coach, schedule, team or group requests are not accepted for any program. Registrations with requests will be returned.
- Participants must be the specified age, grade level, or gender as specified in program descriptions.
- If you would like to request a modification to participate in an activity, check the corresponding box on your registration form or when prompted online.
- Your registration and check may be returned by mail for the following reasons:
  - the program was cancelled
  - the program was full
  - your registration included a carpool, coach, schedule or team request
  - your registration form was not complete, your check was not signed, written for the incorrect amount or not made payable to "Bernards Township"
 In case of the above, your registration and check will be returned to you by mail with a letter of explanation.
- The Recreation Department reserves the right to add or cancel programs and alter schedules. Updated information is posted on [www.bernards.org](http://www.bernards.org) and at the Recreation Department.
- **Program waivers appear on all registration forms and as a pop up statement online. There is no medical insurance coverage included in your registration for any program or membership offered by Bernards Township. By participating, you agree to assume responsibility for payment of any and all medical, doctor or hospital bills resulting from any illness or injury occurring during your participation.**

## Wait Lists

- All registrations are accepted on a space available basis (regardless of payment deadline). If a program is full when you register your name will be placed on a Wait List. Wait Lists are a source of contact. You will be contacted ONLY if a space becomes available.
- If called from a Wait List, you will be given a deadline date by which to pay the fee and complete the registration process. If payment is not received by the requested date, the opening will be offered to the next person on the Wait List.
- You may sign up for a Wait List using our online registration system.

***Enroll early! Do not wait until the last minute to register!***

***There is a point at which programs and trips must be canceled due to insufficient registration or when programs and trips become full, sometimes even before the end of the early registration period.***

## Non-Resident Eligibility

- Youth programs are for Bernards Township residents only, unless otherwise noted. In some cases, non-residents students attending school in the Township will be eligible.
- Non-residents may register for adult programs and trips. A non-resident rate may apply.
- Registration start dates for non-residents may differ from resident registration dates. Refer to the program details for specifics.

## Refunds

- Refunds must be requested in writing, emailed to [recreation@bernards.org](mailto:recreation@bernards.org) or mailed to Parks & Recreation, 1 Collyer Lane, Basking Ridge, NJ 07920.
- Refund request deadlines vary per program. Refer to the activity description or your transaction receipt for the withdrawal deadline. In all cases, refunds will not be issued if requested on or after the program's start date.
- Bus trips are non-refundable. Once paid, you are responsible for selling your own tickets should you be unable to attend.
- All refunds, regardless of method of payment, will be refunded as a check, are subject to a \$10 processing fee per registration and take 2-4 weeks to process.
- Full refunds are issued if the program or trip is canceled by Parks & Recreation.

## Credit Card Disputes When A Refund is Not Due

Disputing a charge on your credit card for a fee paid to Parks & Recreation Department is considered an instance of Returned Funds, where the Township has been in receipt of a payment which has been returned from the bank as unpaid.

- A \$20 service charge on funds returned will apply.
- The enrollee will be responsible to return payment in the form of cash or check for the balance due on their account created by the dispute reversal before they can enroll any member of their household account for any additional memberships or programs.
- The enrollee may be restricted from using a credit card as payment for a specific period of time or indefinitely.

*\*Resolution of the Township of Bernards #2017-0035 – “Authorizing Returned Funds Fee and Certified Funds for Returned Funds” – This is an annual resolution.*