

GENERAL INFORMATION

GENERAL/MEDICAL REFUNDS

Refunds are only available if a class is cancelled or if there is a medical reason. A refund will be issued if a participant is unable to attend a class due to an unexpected prolonged illness or injury. This request must be made prior to the end of the program session and may require a doctor's note. Medical refunds may be prorated for classes missed. Classes missed due to common illness or schedule conflicts cannot be refunded. Refund checks are issued by the Town of Medway and may take up to four weeks to process.

LOW ENROLLMENT

Classes that do not meet the minimum enrollment are not the best use of our limited resources, and usually are not very fun for the kids. Classes with low enrollment will be notified that the class is in danger of being cancelled one week prior to the class starting. The actual class will be cancelled within 48 hours prior to the scheduled start date and a full refund will be issued. The Parks & Recreation Department reserves the right to reschedule, postpone, combine, or change classes. You will be notified via email or phone call if your class is cancelled; otherwise plan on attending.

TRIAL CLASSES

In most cases, trial classes are not permitted. It is recommended to visit and observe the current session if you are unsure if your child may be ready for the next session.

DROP-OFF PROGRAMS

Parents/Guardians of children under 12 years of age participating in our programs are required to accompany their children to and from the location of the program (i.e. class rooms, gymnasium, etc.) and must remain on the premises should they be needed. Should a parent or guardian leave the area of the program, they MUST inform the instructor where they can be found, including contact information. This procedure has been established for the protection and safety of all children within Parks & Recreation programs.

MAKE-UP CLASSES

All attempts will be made to reschedule classes that have been cancelled due to inclement weather, instructor absence, or other unforeseen circumstances. Typically a program that meets weekly will extend another week at the same day and time. Check with your instructor to confirm. Classes missed due to participant absence because of scheduling conflicts or personal reasons cannot be made up.

PHOTO / VIDEO POLICY

The Parks & Recreation Department may make, have, use, publish, and reproduce photographs and/or video of participants for its record, public relations purposes, recognition, and/or other projects related to the wholesome promotion of its program unless permission is denied in writing.

FINANCIAL AID

Some programs are able to offer financial assistance or scholarships to qualifying applicants. In many cases the most recent tax forms, and other supporting documentation is required. Contact us for more information.

AGE POLICY

Children must meet the age requirement for a program by the FIRST DAY of a class. Children must be toilet trained to attend programs unaccompanied by an adult.

RESIDENTS / NON RESIDENTS

Our programs are supported solely by user fees and residents have priority registration periods. Registration is first-come, first served; Medway residents have priority through advance enrollment periods. Unless otherwise noted, programs are available for non-residents.

CALENDAR

Calendars found in the back of the brochure list the start date of all programs as well as holiday hours, closings, community events, and other important event date information.

INCLEMENT WEATHER POLICY

All classes (day and evening) will be cancelled when Medway Public Schools are closed. If Medway Public Schools have a delayed opening, all Parks & Recreation department programs will still start at their regularly scheduled time, unless you are informed otherwise. In the event we need to cancel evening or weekend classes, it will be listed on our website and Facebook page. We will also attempt to email participants who have registered for these classes.

INCLUSION

We welcome kids and adults of all ages and abilities to participate in any of our Parks & Recreation programs. To help visually identify programs that are specifically designed for participants with disabilities, please look for this inclusion logo throughout the brochure. For questions, adaptations, and accommodations please email Jharrington@townofmedway.org. If necessary, parents or aides are welcome to attend with participants.

FIELD/FACILITY RENTAL POLICY

Our fields and facilities are available to be rented to the public, with a certificate of liability insurance. Please check our website for more information or contact Jharrington@townofmedway.org.