

Frequently Asked Registration Questions



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: **Geneva Park District Residents** may mail-in, drop-off, or fax-in registration forms anytime after receipt of the brochure. Residents are not required to hold their registration forms until the processing date. All registration forms received by the Monday prior to registration day by 9:30 pm will be held and processed at random beginning at 8:30 am on registration day (always a Tuesday). Once these drop-off registrations have been processed, all other registrations received will be processed in order received. Online registration begins at 9:00 am on registration day. **Please note that Non-resident registration day is one week after Resident registration day. This mail-in and walk-in registration policy is designed to be convenient and, at the same time, adheres to our policy of providing residents priority and equal opportunity for class enrollment.**

When are Spring Registration Dates?

Resident Registration

Drop-off forms by **March 7** at 9:30 pm for March 8 processing
Spring Program Registrations are randomly process beginning Tuesday, **March 8** at 8:30 am
Online Registration begins at 9:00 am

Non-Resident Registration

Drop-Off forms by **March 14** at 9:30 pm for March 15 processing
Spring Program Registrations are randomly process beginning Tuesday, **March 15** at 8:30 am
Online Registration begins at 9:00 am

Before/After School Program Registration: Begins **March 1**, however, completed forms can be dropped off beginning **February 18**.

How can I register?

Registration may be done in person, via fax, mail or online. In order to register online for the first time, you must fill out a login/pin request form to obtain your username and pin number. *See page 92 for more details.*

I have never registered with the Geneva Park District, so how can I register?

Geneva Park District Residents must provide proof of residency at the current address in order to have an account set up. Tax Bill, Driver's License, Utility Bill, Credit Card Bill, Purchase or Rental paperwork are all acceptable forms of proof. Proof of residency will be required for any changes in address within Geneva and is required every year for Sunset Pool Pass purchases as well as fitness center memberships.

When is online registration available and when is it restricted.

Online registration is available 24 hours a day, with the exception of Tuesdays, when it is unavailable due to maintenance from 12:01 am - 9:00 am.

What are the methods of payment accepted?

Methods of payment accepted are Cash, Check, Visa and Mastercard.

What is the policy on children who do not meet 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. Generally, we will not 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 approve the registration within one week of the start of class if space remains available. Evaluation of the child's ability level may be required. This gives participants who meet the age requirement priority.

Are makeups for classes 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.

What is the policy for refunds and class changes.

Please refer to the District's Refund Policy listed on page 94.

How to Read This Brochure?

**Save Time,
Register Online!**
Log on today
genevaparks.org
Turn to pages 94-95 for
registration details

Age or grade required for participation

Power Yoga

Ages 18 & older

Improve your strength, flexibility and balance as you flow from one pose to another with minimal rest. You do not need to have advanced yoga skills, just a willingness to learn. Bring a water bottle, towel and yoga mat. Nursery available for the morning class.

9 Classes

Program title

Number of classes or weeks the program runs

Program description

Program fee:
First fee is for Geneva Park District residents.
N/R = Non-Resident
See page 92 for GPD resident guidelines

\$60 (N/R \$70)

(G)

GCC

Location of class see listing below for description of codes

40001 W

1/11-3/22

10:00-11:00 am

Registration code

Day of the week

Program start and end dates

Co-op Program
(G) = Geneva
(Batavia) = Batavia
(ST) = St. Charles

Program start and end time

Locations for programs are abbreviated

BBC	Batavia Boat Club 800 N. River St. Batavia (630)879-5235		
BCC	Batavia Civic Center 327 W. Wilson St Batavia (630)879-5235		
COUL	Coultrap Elementary School 1113 Peyton (630) 232-0884		
COF	Ceramics on the Fox 121 S. Lincoln Hwy. N. Aurora (630) 906-0111		
Davis	Davis Elementary School 1125 S. 7th Street St. Charles		
KH	Kemp Hall 18 N. Van Buren St. Batavia		
DCH	Delnor Community Hospital (630)208-3000		
DM	Depot Museum 155 Houston St. Batavia		
DRY	Dryden Park Cheever & Western Avenue		
DWF	Dunham Woods Farm Army Trail & Dunham Road (630)377-9895	PBC	Prairie Landing Prairie Landing Golf Club 2325 Longest Drive West Chicago (630) 202-4653
ESCC	East Side Center 14 N. Van Buren Batavia (630)406-5282	PCC	Pottawotomie Community Center 8 North Ave St. Charles (630)513-6200
ESSC	East Side Sports Complex Kirk Road, St. Charles	PFPIC	Peck Farm Park Interpretive Center 4038 Kaneville Road (630)262-8244
FES	Fabyan School 05350 Grengs Ln Geneva (630) 444-8600	SPRC	Stephen D. Persinger Recreation Center 3507 Kaneville Road (630) 232-4501
FLN	Foreign Language Network 416 W. State Street Geneva (630)561-0607	SCF	St. Charles Farm 42W690 Rt. 64 St. Charles (630)587-5820
FSP	Friendship Station Preschool 1415 Viking Dr. Suite 100	Skate Park	Skate Park 1800 South Street Geneva
FVR	FVR Performing Arts Academy (Formerly Noble Fools) 4051 E. Main Street St. Charles (630) 443-0438	SF	Sunset Field 710 Western Avenue Geneva
GCC	Geneva Community Center 710 Western (630)232-4542	Sunset Pool	Sunset Pool 710 Western Avenue Geneva (630)232-0747
GHS	Geneva High School Logan & McKinley	SRFC	Sunset Racquetball & Fitness Center 710 Western Avenue Geneva (630)232-7867
GMS	Geneva Middle School 1415 Viking Dr.	STH	South Street Fields South Street Geneva
GWD	Gibby's Wine Den 172 S. Randall Road Geneva (630) 208-6424	T & F	Tony and Friends Art Studio 731 N. 17th Street Unit 16 St. Charles (630)377-5377
HARR	Harrison Street School 201 N. Harrison	WAS	Western Avenue School 1500 S. Western Ave.
HEART	Heartland School 3300 Heartland Dr.	WES	Williamsburg Elementary School 1812 Williamsburg Avenue
HBG	Heinz Brothers Greenhouse 2010 E. Main St. St. Charles (630)584-0473	WHLR	Wheeler Park
MCS	Mill Creek School 0N900 Brundrige Rd. Geneva (630) 463-3400	WSS	Water Street Studio 160 S. Water Street Batavia (630) 761-9977

QUESTIONS?
Not sure where your class is held? Simply, call us at
(630) 232-4542 or
(630) 232-4501

Policies & Registration Information

Behavior Policy

In order to maintain a safe and enjoyable environment, a strict discipline policy has been adopted for all Geneva Park District programs. The following policies are designed to preserve a healthy program experience for all concerned. The following infractions will constitute utilization of the discipline system that follows under Discipline Procedures.

1. **Harming oneself such as, but not limited to:**
 - a. Leaving grounds without permission
 - b. Leaving designated group without permission
 - c. Climbing on objects that are not recommended by staff
 - d. Physical damage to self
 - e. Possession, use or transfer of alcohol, illegal drugs, tobacco or tobacco products
2. **Harming others such as, but not limited to:**
 - a. Fighting
 - b. Throwing objects at or near others
 - c. Bringing or using weapons, i.e. knives, glass, sharp objects, etc.
 - d. Hitting, kicking or biting others
 - e. Extreme verbal abuse
 - f. Profanity
 - g. Showing disrespect to other participants and staff
 - h. Other aggressive behavior
3. **Damage to property**
 - a. Vandalism
 - b. Tantrums resulting in damage to property
 - c. Breaking, damaging or destroying property
4. **Theft**
 - a. Taking any item that does not belong to the child

Discipline Procedures

Please keep in mind, two verbal warnings will be given before becoming a first offense.

1st Offense:

A warning letter will be sent home to a parent or guardian, or the participant if he or she is an adult, to be signed and returned. The parent/participant will also be called by the Program Instructor and/or Recreation Supervisor.

2nd Offense:

Suspension – the participant will be suspended for three days following the offense. The parent/participant will be notified via the phone or upon parental pick-up and a written explanation will be sent home by the Recreation Supervisor.

In cases when a program only meets for one day, participants will be given two verbal warnings. If the behavior is not corrected after two warnings, the participant will be removed from the class. Depending on the situation and the degree of the offense, the participant may be permanently dismissed from the program following the 1st, 2nd, or 3rd offense. There will be no refunds for days missed due to disciplinary infractions. **NOTE: Parents of program participants are responsible for ANY damages caused by their child.**

Registration Policy

To give all our residents equal opportunity to register for programs, the Geneva Park District has adopted a registration policy.

Park District Residents

Residents should mail-in, drop-off, or fax-in registration forms anytime after receipt of the brochure. Residents are not required to hold their registration forms until the processing date. Forms will be processed randomly instead of in the order they are received. **All registration forms received through Monday, March 7 by 9:30 pm will be held and processed at random beginning Tuesday, March 8 at 8:30 am. Once these registrations have been completed, all registrations received on March 8 or after that date will be processed on a daily basis.** This mail-in and walk-in registration policy is designed to be convenient and, at the same time, adheres to our policy of providing residents priority and equal opportunity for class enrollment.

On-line registration begins at 9:00 am on Tuesday, March 8 for Geneva Park District Residents and on Tuesday, March 15 for Non-Residents.

In order to register online, you must have a Login ID and Account PIN number assigned by the Park District prior to the date of registration. To obtain a Login ID and Account PIN number complete a request form and submit it to the Park District. You will be contacted by a Park District representative with your Login ID and Account PIN number. **Request forms can be downloaded from the Park District website at www.genevaparks.org or picked up at the administrative office at 710 Western Avenue.**

Non-Residents

Non-residents may mail-in, fax, or drop-off a registration form anytime after receipt of the brochure. These forms will be placed in a non-resident box and processed randomly on the first day of non-resident registration. The non-resident registration day is on **Tuesday, March 14**. All registration forms received through **Monday, December 13** by 9:30 pm will be held and processed at random beginning **Tuesday, March 15** at 8:30 a.m. Once these registrations have been completed, all registrations received on **Tuesday, March 15** or after that date will be processed on a daily basis.

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.

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.

Save time and register online at
www.genevaparks.org
Do you know most of our programs and events
are available for online registration!

Registration Information

Do you know?

Registering early helps to reduce cancelled programs

Save time and go online
www.genevaparks.org

5 Easy Ways To Register!

Registration Dates

Resident Registration

Begins: Tuesday, March 8 at 8:30 am
and online at 9:00 am

Non-Resident Registration

Begins: Tuesday, March 15 at 8:30 am
and online at 9:00 am

Kids' Zone/KinderZone/The Zone

Registration Date for 2011-12

Begins: March 1

Registration form can be dropped off beginning February 18, however, they will not be processed until March 1. For more information, turn to pages 48-50

Administration Office Hours

Monday – Friday 5:30 am - 9:30 pm

Saturday & Sunday 7:00 am - 8:00 pm

Holiday Closings

The Geneva Park District Administrative Office will be closed on the following dates.

April 22 - Good Friday

May 30 - Memorial Day



GPD Connect (Online-Registration)

Visit www.genevaparks.org, select Registration, select GPD Connect. You will need a PIN and Login ID number assigned by the Park District prior to registration. Online registration is available for many of our programs. If a program is not available online, it will be noted in the program description and online in GPD connect.



Fax to (630) 232-4569 or (630) 232-4502

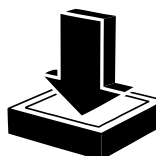
Complete a registration form and fax to (630) 232-4569 or (630) 232-4502. Payment is made by credit card only.



Mail In

Complete a registration form and mail the form with payment (**please do not send cash**) to:

Geneva Park District
Attn: Registration
710 Western Avenue
Geneva, IL 60134



Drop Off

Drop off a registration form during regular business hours at the Geneva Park District office at 710 Western Avenue, Geneva or at the Stephen D. Persinger Recreation Center, 3507 Kaneville Road, Geneva.



Walk In

Visit the Geneva Community Center or the Stephen D. Persinger Recreation Center during regular business hours

710 Western Avenue

M-F: 5:30 am-9:30 pm

Sa/Su: 7:00 am - 8:00 pm

3507 Kaneville Road

M-F: 5:30 am - 9:30 pm

Sa/Su: 7:00 am - 7:00 pm

Registration with Credit Card Payment

As you will see on the enclosed registration form, Visa and Mastercard are accepted for registration for recreation programs. The Park District staff has added credit card registration to provide another option for you to register. Credit cards can be utilized for mail-in, drop-off and walk-in registration, as well as faxed registration. Please read the following guidelines carefully before paying with a credit card so the Park District can continue to provide excellent service.

1. Completely fill out the registration form including all information in the credit card box. Forms will not be processed unless all items are completed.
2. Aside from the waiver signature, a second signature is also required when paying by credit card. This signature authorizes the Geneva Park District to utilize your card information. Please be sure to provide your signature with the card information.

3. Faxed registration forms need to be completed in a dark pen to ensure a clear transmission. Please print clearly.
4. All fax registrations will be registered in conjunction with other registrations received at the Park District office.

NSF Checks

The Geneva Park District has instituted a policy for checks returned for non-sufficient funds. All NSF checks will be assessed a \$25 charge per check.

Mark Your Calendar!

We DO NOT send registration confirmations via email or regular postal mail. A representative from the Park District will contact you if there is a waitlist for the program for which you registered. Otherwise, you may assume your registration has been processed as requested. You may confirm your registration by logging in to GPD Connect and reviewing your family registration history or calling the administration office at (630) 232-4542.