

General 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, May 3 by 5:00 pm will be held and processed at random beginning Tuesday, May 4 at 8:30 am. Once these registrations have been completed, all registrations received on Tuesday, May 4 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, May 4 for Geneva Park District Residents and on Tuesday, May 11 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, May 11**. All registration forms received through **Monday, May 10** by 5 p.m. will be held and processed at random beginning **Tuesday, May 11** at 8:30 a.m. Once these registrations have been completed, all registrations received on **Tuesday, May 11** or after that date will be processed on a daily basis.

Refund Policy

1. A refund will be issued when a "refund request form" is submitted 10 business days prior to the first class meeting. This allows other park district residents the opportunity to fill the open spot.
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

Did you know several of our programs and events are available for online registration!

General Information

5 Easy Ways To Register!

Do you know?
Registering early helps to reduce cancelled programs
Save time and go online
www.genevaparks.org

Registration Dates

Resident Registration

Begins: Tuesday, May 4 at 8:30 am
 and online at 9:00 am

Non-Resident Registration

Begins: Tuesday, May 11 at 8:30 am
 and online at 9:00 am

Administration Office Hours

Monday – Friday 8:30 am - 5:00 pm
 Saturday 9:00 am - Noon

Holiday Closings

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

- May 31 - Memorial Day
- July 4 & 5 - Independence Day
- September 6 - Labor 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

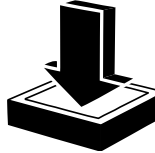
Complete a registration form and fax to (630) 232-4569 or (630) 232-4502. Payment is made by credit card only.



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	3507 Kaneville Road
M-F: 8:30 am-5:00 pm	M-F: 5:30 am - 9:30 pm
Sat: 9:00 am-Noon	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.