

**KENNER PARKS AND RECREATION DEPARTMENT
LEISURE SERVICE DIVISION**

POLICIES AND PROCEDURES

1. Registration for all Recreation Leisure Services programs will be completed online or in house at the recreation office located at **1905 24th**. If registering in-house you must print your enrollment sheet and bring or mail it to our office address with a check or money order.
2. In-house registration will only be accepted **Monday – Friday, 8:30a.m. – 8:00p.m.** Only parents and grandparents are permitted to register.
3. Classes are on a first come first serve basis. **Fees are required when you register to reserve your spot. NO CASH ACCEPTED.** Please make check or money order payable to Kenner Parks and Recreation Department or K.P.R.D.
4. Only registered participants are allowed in class. Parent, siblings, friends etc. are **not allowed**. Our programs offer Open House dates or shows that family and friends are invited to attend.
5. **Family plan**: applies for all children's programs **only**. Family plan fee for 2nd, 3rd, 4th, ect, child will be \$10 OFF of program fee paid for 1st child (**Exception: one and two day workshops**).
6. **Senior Citizens** (55 and older) will receive a 10% discount on all registrations for themselves. **Proof of age must be provided on request at any time..**
7. Registration may be accepted after classes begin provided the class is not full and it is approved by the Leisure Service Manager; however, **CLASSES ARE NOT PRO-RATED**. To ensure your participation in the class/program, please register on specified registration date.
8. **Eligibility Age**: the child must meet the age requirements before the start date of each class. Adult programs are available to anyone (16) and over. **Birth certificates must be provided upon request at any time.**
9. All classes have minimum enrollment requirements that vary from one program to another. Kenner Parks and Recreation Department reserves the right to cancel, combine or divide classes: change date, time or location of classes, change instructor assignments; make other revisions as deem necessary. Individual classes provide their own rules and regulations in addition to the rules and regulations of the Kenner Parks and Recreation Department.
10. **NSF Check policy**: there will be a \$35.00 charge for all checks returned NSF. The NSF check fee of \$35.00 plus the class registration fee must be paid with a **MONEY ORDER ONLY** and within (3) three days of notification or before the next class student attends, whichever comes first. Student will not be permitted to participate in class until the matter is resolved. When this problem is properly concluded student may resume participation in class.
11. **Refund Policy**: If a class is cancelled by the Leisure Services Division, a full refund will be made to those enrolled in the class. The request for a refund must be made within (3) business days prior the first class date. **NO** refunds will be given after this point without a valid doctor's excuse. If a refund is approved, a 10% service charge of the class fee will be deducted from the balance refunded. All refunds will be processed within ten (10) business days and be mailed out in the form of a check.

All of the above mentioned will be enforced.

Failure to follow these policies and procedures can result in rejection of your registration.