

KENNER PARKS AND RECREATION DEPARTMENT

POLICIES AND PROCEDURES

1. Registration for all Recreation Leisure Service programs will be completed online on our website kenner.recdesk.com.
2. Parks and Recreation programs requiring registration will be taken on a first-come, first-served basis. No person will be considered registered until their fees are paid. Participants must pay the entire program fee regardless of whether they are able to attend all program sessions or not.
3. All registrations will be taken until the program is filled, or the published registration deadline. Filled classes will provide participants a waiting list to be notified if additional sessions are added.
4. Registration may be accepted after classes begin provided the class is not full and it is approved by a Leisure Service Manager or Supervisor; however, **classes are not pro-rated**. To ensure your participation in the class/program, please register on specified registration date.
5. Only registered participants are allowed in class. Parent, siblings, friends, etc. are not allowed. Some of our programs offer Open House dates or shows that family and friends will be invited to attend.
6. **Eligibility Age:** the child must meet the age requirements by the start date of each class for Leisure Service programs and the day of registration for Athletic programs. Adult programs are available to anyone (16) and older.
7. 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.
8. **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 to 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 (10) business days and be issued as a credit on the payee's RecDesk account or mailed out in the form of a check.
9. **Photo Policy:** Parks and Recreation staff may take general photos/video of patrons at our facilities for use in promotional materials and on the City of Kenner's websites. If you have any concerns about having your photo or your child's photo taken, please notify the photographer or contact Recreation staff at 504-468-7211.