

### **PROGRAM REGISTRATION - POLICIES AND PROCEDURES**

**Online registration** is our **preferred method** and is **highly recommended**. You may register for programs online and will receive a receipt of your transaction sent to your email. Registrations are first come-first served so you will be able to register early at your convenience. **Go to our website [www.waylandrec.com](http://www.waylandrec.com)** to register. You may call our office at 508-358-3660 to register, mail in your registration form or drop by the Recreation Office at the Town Building (second floor), 41 Cochituate Rd.

### **REFUND POLICY**

Our classes are supported solely by registration fees. If you need to cancel/withdraw, you must notify our office at least 10 business days prior to the start of the program for a refund minus the administrative fee. After that time, no refunds are given except for medical reasons with a doctor's note. Requests for refunds must be in writing (email accepted) with a short explanation. Refunds may take 2-3 weeks for processing. Cancelled classes due to low enrollment will be fully refunded.

**An administrative fee of \$10 will be retained per person per program for youth withdrawals from fall, winter, spring programs, \$20 for summer programs, and \$10 for all adult programs.**

### **PROGRAM CANCELLATION POLICY**

**No classes are held when Wayland schools have been cancelled.** If a program is cancelled due to inclement weather or instructor absence, every attempt will be made to reschedule the class. In most cases, an additional week will be added to the end of the program to account for missed time. We are not responsible for any missed classes due to a participant's inability to attend. If a program is cancelled, you will be notified by email.