

MARCH INTO SUMMER FAQ'S

FREQUENTLY ASKED QUESTIONS

How do I register for a program?

Online registration is the easiest, most efficient way to register. Registration and step by step instructions are at www.westwoodrec.com. You may also mail your registration, see page 2 for office hours and mailing address. Please note, mailed registrations will be processed on Monday, March 15th.

When does summer registration begin?

All registration begins online on Saturday, March 13 at 10:00 AM. The March Into Summer (MIS) 10% discount on summer programs paid-in-full ends on Tuesday, March 16 at 11:59 PM. Online registration is encouraged. **Be sure to set up your online account or check your account log in prior to March 13 in preparation for an easy registration process.** For questions on setting up an account or logging in please contact the Recreation Office at 781-461-0070.

What is the fastest way to register for programming?

The fastest way to register is to use online registration. While registering, add each program to your cart and then check out. Please note that once you add a program to your cart, your spot is secure as long as you actively continue to register. If your account is inactive for more than 15 minutes without checking out, your cart will be cleared. There is no need to register for one program and check out; then register for another program and check out, etc. This will actually slow down your registration process.

Is there a discount for early registration?

Yes! Registrations for summer programs that are paid in full and received by Tuesday, March 16 by 11:59 PM receive a 10% discount. The discount **only** applies to **summer programs** (certain programs do not offer a MIS discount and will be noted in the brochure). Registrations accepted online, mailed in or at March Into Summer will receive the 10% discount as long as they are received by the deadline and paid in full.

My registration is eligible for the 10% discount, how will it be applied?

For online registrations, the 10% discount will be automatically applied at check out. Put all items in your "cart".

I would like to pay by check, can I register online?

No, if paying by check or cash you must register at the Recreation Office during the MIS event or during open office hours. Please call ahead to make an appointment.

Is there financial assistance available for summer programs?

Yes, Financial Assistance is available to Westwood residents in financial need. To inquire about financial assistance options contact Richard Adams, radams@townhall.westwood.ma.us or 781-355-8098 prior to March 8. The deadline to submit paperwork for Financial Aid is March 12. Applications received after March 12 will be reviewed on a case-by-case exception basis.

How do I set up a Pay Plan?

Pay Plans allow you to register family members for programs and defer the payments. Payment plans must be initiated and set up at the Recreation Department Office with Richard Adams: radams@townhall.westwood.ma.us. Approved payment plans offer credit card, check or cash payment options. Please note: The Refund/Account Credit Policy does apply. If you reserve a space using the pay plan, you are committed to paying the program fee and will be charged accordingly. A 10% discount will only be applied to the programs paid in full during the MIS dates.

I was placed on a Waitlist, now what?

If you are waitlisted during the March Into Summer event (March 13, 10:00 AM – March 16, 11:59 PM) and receive a spot in the program you are waitlisted for AFTER the MIS dates, you will still be eligible for the 10% discount **ONLY** on the program(s) you were waitlisted for. If you are waitlisted for a camp week and want to add swim lessons, the added extra program will be at full price. Westwood Residents will have first priority off any waitlist. The department will continually look at program waitlists and try to accommodate the best we can, as staffing and space allow.

CANCELLATION/ REFUND POLICY FOR ALL PROGRAMS

REFUND/ACCOUNT CREDIT POLICY: When you register for one of our programs we depend on your participation to make it successful. A full refund/account credit will be made only if: programs are canceled, the Recreation Department makes changes that prohibit your attendance, or if you have an unforeseen medical problem confirmed by a doctor's note. Program withdrawals must be made at least 14 days prior to the program start date to receive a refund (minus \$15.00 Administration Fee) or an account credit for the full program amount. Withdrawals occurring less than 14 days prior to the program start date **will not** receive a refund or account credit.

Refund/Credit Policy

Department cancels program
Department changes prohibit your attendance
Medical problem confirmed by a doctor's note
Withdraw **14 days prior** to program start date
Withdraw **less than 14 days prior** to program start date

Refund

Full Amount
Full Amount
Full Amount/Prorated
Full Amount minus \$15 Fee
NO REFUND

Account Credit

Full Amount
Full Amount
Full Amount/Prorated
Full Amount
NO CREDIT

PROGRAM CHANGES: The *March Into Summer* discount will not apply toward any changes to registrations or additional program registrations made after Tuesday, March 16 at 11:59 PM.