



## REGISTRATION POLICY

1195 SE Kemper Way Madras, OR 97741 | ph: 541-475-4253 | macrecdistrict.com

### Section 1. Purpose

The purpose of this policy is to provide a high-level description of the MACRD's approach to registration-related policies.

### Section 2. Definitions

Terms used in this policy include:

Drop-in activity is any activity that does not require pre-registration. For example, open swim, drop-in gym, etc.

Household is defined as related parties living at the same address

Head of Household must be over the age of 18 years old. All youth memberships must reside under a head of household with an active annual or monthly membership.

In-district patrons are those that reside and/or own property within the boundaries of the district and pay property taxes to the district.

Members are patrons who have paid for either an annual, or monthly, or punch card membership with the MACRD.

Out-of-district patrons are those that reside outside of the boundaries of the district and, as a result, do not pay property taxes to the district.

Pre-registered activity is an activity that requires a patron sign up in advance, prior to a posted deadline, of the activity start date. For example, recreation sports league, special activities, etc..

Youth are defined as between the ages of 3-17 years old

### Section 3. General Registration Guidelines

The MACRD will offer registration for programs in-person, online and over the telephone.

All registration options require payment at the time of registration.



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Patrons with account balances will be required to pay off the balance due prior to registration being allowed for additional activities.

Waitlists for activities will be developed where appropriate. Patrons will be notified if a spot becomes available and will have 48 hours to respond and register or the spot will be forfeit. Being on the waitlist does not guarantee placement in an activity or commit patrons to participating in the activity.

### **Section 4. Refunds, Transfers and Cancellations**

All refunds will be assessed a 6% ActiveNet processing fee. Account credits will not be charged this fee.

Patrons may cancel their participation in a program at any time and are encouraged to do so as soon as possible. Credits and refunds will be granted as follows:

Pre-registration required activities:

- 100% refund, transfer or account credit, 15 days or more before activity registration closes
- 50% refund, transfer or account credit, 7-14 days before activity registration closes
- No refund, transfer or credit, 6 days or less before activity registration closes

Drop-in activities:

- 100% refund, transfer or account credit prior to the start of the activity
- No refund, transfer or credit after activity has started

### **Section 6. Responsibilities and Exceptions**

The executive director and/or their designee has the authority to grant exceptions to these guidelines on an as-needed, situational basis. Documentation will be provided and approved in writing.

The executive director is responsible for administering the guidelines contained in this policy.