



Germantown Park and Recreation Department
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(262) 250-4710 Fax (262) 255-2920
Information Line (262) 250-4711

ATTN KIDS KLUB PARENTS:

As the Kids Klub program grows we are looking for ways to make modifications to our policies and procedures to help further improve the Kids Klub program. With that being said, we have decided to make two adjustments to our registration policies. Through the use of this notice, we seek to introduce the changes we are making to our registration policies as well as to clarify existing policies. Should you have any questions please feel free to contact the Rec. Dept. Office at 262-250-4710.

Unregistered Fee (Change) – Effective August 28, 2017

Registrations for the Kids Klub program should be submitted to the Rec. Dept. office as far in advance as possible. Additions for the current week can be made by contacting the Rec. Dept. office at 262-250-4710.

POLICY: Last minute phone registrations will be allowed the day you are attending for before school sessions until 8:30 a.m. and after school sessions until 2:30 p.m. without any additional fee. Registrations processed after the specified times will be assessed a \$5.00 per session, per child, late fee. The late fee payment will be added to the household account and the credit card on file will be charged on the 21st of the month when bills are processed. In the event that a credit card is not on file, the balance will be added to the household account and must be paid in full prior to next registration.

Payment Options (Change) – Effective August 28, 2017

Pay Up Front: Your first option is to submit payment in the form of Cash, Check or Credit Card (Visa, Mastercard, Discover) at the point you submit your registration.

Auto Debit: We also offer an auto-debit option where payments can be linked directly to your credit card. This option is typically used when registering for future months and can also be used when registering with a monthly calendar submitted to our office as well as through our website.

Note: The department will no longer be offering the Installment Billing Option

Registration Options

Option 1: **Online Registration** – This is the most convenient and flexible option for registration and can be processed 24 hours per day through our website at www.gtownrec.com. Registrations for the upcoming week must be processed no later than Sunday at midnight. Beyond that point any additions for the current week must be made by contacting the Rec. Dept. Office during our regular business hours at 262-250-4710. **Initial monthly registrations made over the phone will be assessed a \$10.00 late fee.**

Option 2: **Calendar Registration** – To register using this option, you must pick up a monthly calendar from your Kids Klub Site, the Rec. Dept. Office or print it from our website. This registration option allows you to register for the days you know that you will need for the upcoming month and submit the form, with the payment, to your Kids Klub site or the Rec. Dept. Office by the 21st of the preceding month. **Registrations submitted after the 21st will be assessed a \$10.00 late fee.**

Registration Notes:

1. If a calendar has not been submitted and no dates, for that month, have been previously registered online there will be a \$10.00 late fee assessed when you call to register through our office.
2. If your credit card is lost, stolen, has changed or has expired, please contact the main office at (262) 250-4710.

Declined Credit Card:

In the event that a credit card is not on file, the balance will be added to the household account and must be paid off prior to next registration.

Household Account Balances:

All outstanding balances must be paid off by Nov. 1, 2017. If you are unable to pay your balance by that date call our office to set-up a payment plan. If the balance is not paid and payment plan is not set-up by Nov. 1st your household account will be inactivated and you will be prevented from using our programs until your account is current. Outstanding balances as of Nov. 1st will either be added to your property tax bill, if you own property in Germantown, or sent to collections, if you do not own property in Germantown.

Financial Assistance Program:

Financial Assistance is available for individuals that meet the department requirements. Please contact the Recreation Department for more information (262) 250-4710.