



Helpful Information



REGISTRATION:

Can be done online at <https://gtownrec.com> OR submit a filled out paper calendar to our office : [Click here to view calendars](#) St Boniface Calendars [Click here](#)

ONLINE REGISTRATION:

-Log in to online account by Sunday at midnight to register for the upcoming week. Can register each week or for the entire month. [Click here for step by step guide to registering online.](#)

CALENDAR REGISTRATION:

Fill out calendar and return to our office by the 21st of the prior month (example: October calendar due to office by Sept. 21st)

Submit calendar via

Email: parkrec@village.germantown.wi.us

Fax: (262)255-2920

Drop off at Park & Rec office in Village Hall (N112W17001 Mequon Rd) or give to Kids Klub staff at site

attention

*Just registered for a program?
Make sure you received an emailed receipt!
If not, call our office at (262)250-4710.
The receipt is your confirmation &
has important info regarding the program!
Add us to your email contacts:
parkrec@village.germantown.wi.us*

If you completed your online registration or submitted a calendar ALWAYS watch for your emailed receipt confirming registration. The receipt will list the dates, location & AM/PM options you registered for. See an error? Call our office (262)250-4710 immediately so we can correct it!

PAYMENT OPTIONS:

Payment options are pay when you register OR choose monthly bill option (credit card set up for billing on file will be debited for registrations that month) [Click here to view monthly billing schedule here](#)

It is Monday and I FORGOT TO REGISTER...

It happens occasionally. That is ok. Call our office at (262)250-4710 to add your child for the dates you need that week. Our business hours are Monday – Friday 8:00am – 4:30pm.

If you call outside of business hours, please leave a detailed message with:

Parent name, child name, school, AM or PM & specific numbered dates (Monday, October 12th, not please register for Monday Wednesday & Friday)

My child's name wasn't on the sign in/sign out sheet at pick up drop off.

If you have to write your child's name in on the sign in/sign out sheet-call our office at (262)250-4710 as soon as possible. This means your child is not registered and to avoid a \$5 unregistered fee you need to contact us for AM by 8:30am or PM by 2:30 (St. Boniface 1:30pm). Again, if outside business hours leave a detailed message and we will contact you during business hours.

My child didn't attend a Kids Klub date they were registered for/my child is homesick

You must call our office to cancel a Kids Klub date your child didn't attend within 2 business days after the cancelled date to receive a credit on Rec. Dept. account for fee paid. *The current cancellation policy of 1 cancellation per month if cancelling less than 11 business days is currently waived. PLEASE NOTE: This policy may be reinstated later in the school year.*

School office will need to be notified if register/cancel child for any PM dates of current week