



## Parks & Recreation Department

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### REGISTERING FROM THE WAIT LIST (7APRIL17)

The following procedure will be used when families are called up from the wait list when program space is made available. We have developed this policy to give all families a fair chance to participate in popular programs while at the same time allowing HPR to efficiently fill each program in a timely manner for planning purposes.

#### **Procedure For Registering From the Waitlist:**

1. For Camp programs you must have first submitted an approved Camper Contact Form before being placed on the Wait List.
2. HPR Staff will call and email you to let you know a spot has opened up for your child.
  - a. If we leave a message or send an email you must respond back to us within the same day (before 5pm) to agree to take the opening.
  - b. If we do not hear from you within the same day the opening will be offered to the next family on the wait list.
  - c. If you decline the opening you will be removed from the Wait List.
3. Upon acceptance of the open spot(s) we will then invoice your account for the program fees (and membership fees if applicable).
4. Within 2 business days (following the day you received the phone call) you must pay in full the balance due either online or in person at the RWB Community Center.
5. If you do not pay in full within 2 business days your child will be removed from the program, your outstanding balance will be zeroed out and the opening will be offered to the next family on the wait list.
  - a. Your position on the Wait List will be bumped to the end if you choose to still remain on the list.