



PARKS AND RECREATION POLICIES AND PROCEDURES

REGISTRATION POLICIES

- Registrations are processed on a first-come, first-served basis. Resident registration will open first with a three-day priority registration period (starting at 9:00 a.m.). Starting on day four, registration will be available to everyone (starting at 9:00 a.m.). Registration is done exclusively through our recreation software, CivicRec. A CivicRec recreation account must be created to register.
- A minimum and maximum number of participants are required for each program. These guidelines are necessary to ensure the best possible instruction for each participant. The department may increase or reduce program size if necessary.
- If minimum enrollment numbers are not met, we reserve the right to cancel a program. Program cancellations due to low registration will be made at least two business days before the start of the program. Participants will be notified and will receive a 100% refund of the program fee.
- Resident and Non-Resident fees are determined by where you pay property taxes to. Enrollment in the Sussex Hamilton School District or having a “Sussex” mailing address does not alone indicate residency. Non-resident participants pay higher fees because a portion of the Village’s property taxes pays for buildings, parks, instructors, and administration of parks and recreation services.
- Individuals under age 18 must have a parent/guardian signature on registration to participate.
- Individuals can be placed on a waiting list if their requested program is full. If space becomes available, waiting list members will be notified. Failure to response to a waiting list enrollment request within 24 hours may result in removal from the waitlist.
- You cannot participate in a program you are not registered for.
- If there is availability and you would like to switch classes, you can complete this action by calling or visiting the Village of Sussex Front Desk during business hours. If the new class is more expensive, you must pay the remaining amount at the time of the transfer. If the new class is less expensive, you will receive a credit on your recreation account.

PROGRAM ERRORS/CHANGES

Occasionally there may be a misprint in the activity guide. We will make every effort to correct the error in our digital copy as soon as possible. We reserve the right to cancel, postpone, combine, and change program locations or times. Notification will be given in the most efficient manner possible.

PARENT & GUARDIAN POLICY

A parent or guardian must be present in the immediate class area for all programs involving children ages 5 and under. By participating and authorizing participation in Sussex Parks and Recreation activities, programs and special events, individuals agree to adhere to the policies set forth.

SHARING PERSONAL INFORMATION

Personal information provided in your recreation account is used solely for the purpose of participating in Sussex Parks and Recreation programs; we do not share information with outside parties.

AMERICANS WITH DISABILITIES ACT

The Village of Sussex will make reasonable modifications to support inclusive recreation participation. We request ample notice regarding special assistance requests; this will allow us proper planning time to accommodate needs.



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PAYMENTS

- Registrations are not processed if an incorrect payment accompanies the registration form. We will not reserve spots until full payment has been received. Inadvertent overpayments are placed on the payee's recreation account.
- If a payment is returned as "non-payable" for any reason, there will be a charge of \$30 for each returned submission. Accounts are suspended and individuals are removed from program rosters and must not attend any further classes until issuer pays in full the balance due plus all accrued service charges.
- Credit card payments incur a non-refundable convenience/processing fee.
- Cash and check payments do not incur a processing fee.
- Programs that are not instructional in nature will have sales tax reflected in the final payment.

REFUND POLICIES

- Customers seeking refunds have two options. One is to receive a refund back in the original form of payment. The second option is to place the credit on your recreation account to be used for future registrations. A credit placed on your recreation account will expire 3 years after the date it was issued. Program registration cancellations requested prior to the registration deadline will receive a refund minus a \$10 administrative fee. If the refund is placed on the recreation account as a credit, only a \$5 administrative fee will be assessed.
- Program registration refund requests can be made up to one week past the program start date. Should the request be approved, a refund will be made minus a \$10 administrative fee. If a refund request is made for which the Recreation Department has incurred expenses on your behalf, a refund may not be granted. Expenses may be but are not limited to: uniforms, equipment, supplies, etc.
- Program registration refund requests that are submitted after the first week will only be considered with a physician's note stating the patient is unable to participate in the activity. The refund will be pro-rated based on the date of the physician's note.
- Once a program begins, registration remains open at the advertised registration fee as space allows and with instructor permission.
- Refunds will not be made for individual absences (i.e. illnesses, vacations, etc.) and cannot be made up nor may you participate in a class other than the one you are registered for.
- If the program or event is a Village of Sussex run program, has a cost of less than \$10 or less/person and has a wait list, customers are eligible to receive a credit to their recreation account with a \$0 administrative fee.
- Our Summer Day Camp program has its own payment and refund policies, which are laid out in the Parent Packet sent to families each year. A non-refundable deposit is collected at registration and all requests to withdraw must be submitted in writing before the withdraw deadline.
- For certain programs and events, cancellations requests received after the enrollment deadline will only receive a credit if a replacement is found.
- The Parks & Recreation Department may reschedule a make-up class if a program has been cancelled due to adverse weather conditions. There will be no refund if a class cannot be rescheduled or if a participant cannot make the rescheduled class.



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PHOTOGRAPHY

Our Recreation Department periodically takes pictures of participants in our classes, during special events, and in the Village's parks. Please be aware that these photos are for recreational use and may be used in the Village's brochures, pamphlets, flyers, social media accounts, and/or website. You must provide written notice if you or your family members do not want to be photographed or published.

ADVERSE WEATHER CONDITION GUIDELINES

If adverse weather conditions exist and the Sussex Hamilton School District has closed its schools or cancelled their activities, all parks and recreation programs and events are cancelled. When the District is no longer in session, the weather delay or cancellation announcements will be posted as listed below.

Should adverse weather conditions be imminent or exist, recreation staff will post notification of the cancellations/changes in the most effective manner. The responsibility lies also with individuals to inquire about potential closings or cancellations. Every effort is made to give reasonable, prudent and advanced notice to registered participants by any of the following: Social Media Platforms; www.villagesussex.org; taglines on local TV stations; email and/or text to registered participants. We DO NOT call individual registered participants to announce cancellations or changes.

Severe Weather (including snow, ice, rain, hail, thunderstorm, tornado)

The Village of Sussex will follow the Hamilton School District for any weather-related cancellations. When HSD is not in session, the Village of Sussex will make cancellation determinations base on the following factors:

- Weather forecasts
- Consultations with our internal staff, including administrative and Public Works staff.
- Consultations with surrounding communities

Sometimes weather can be unpredictable and a decision to cancel a program needs to be made on-site. Program Coordinators will work with instructors and on-site staff to determine if cancellation is necessary and notify participants as soon as possible (verbally on-site, email and/or text message).

Extreme Heat and Humid Conditions

The Village of Sussex may require that activities be curtailed or cancelled when the heat and humidity are such that participants in vigorous activity for prolonged periods could be dangerous.

- Heat Index of 80-89 (Low to moderate risk) Proceed with scheduled outdoor activity. Monitor participants carefully for necessary action. Encourage additional fluid intake.
- Heat Index of 90-104 (Moderate risk, use caution) Fluid/shade/rest breaks will be encouraged. Activity could be modified for less exertion. Consider reducing program length at the discretion of the Parks & Recreation Department. Programming staff have the discretion to move, shorten or cancel programs when conditions and the population served warrant additional caution.
- Heat Index of 105+ (Very high risk, cancelling outdoor activities) When the Heat Index is forecast to be 105 or greater at the start time of the scheduled activity, most outdoor programs may be cancelled if they cannot be moved inside. Discretion is granted to continue programs with abundant



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shade, water-based recreation or if breezy conditions are forecast for the time of the activity. Activities requiring less exertion should be moved to a shady, breezy, or cool area if possible.

Air Quality Alerts

The Village of Sussex will use the Wisconsin Department of Natural Resources Air Quality Index monitoring system to determine air quality levels regarding programming decisions. We will follow the following guidelines:

- AQI of 0-150: Programs will run on schedule.
- AQI of 151-200: Outdoor programs will be moved indoors, modified times, or programs cancelled if AQI is trending upward.
- AQI 201+: Programs will be moved indoors or cancelled if no indoor option is available.

The Village of Sussex requests that participants should make the best decision for themselves and their family regarding participating during unusual weather conditions.

PROGRAM OBSERVATION

To promote a positive learning environment for programs, only registered participants are permitted in the program area at instructor discretion. Our instructors welcome the opportunity to discuss participant's progress with parents after class.

BUILDING RESTRICTIONS

- Smoking and alcohol are strictly prohibited on any Village-owned property.
- No guns or weapons are allowed in any Village-owned building.

LOST AND FOUND

The Recreation Department is not responsible for any items lost or stolen during participation in any Village-sponsored activities. Any found items are taken to the Sussex Civic Center. Items determined to be of significant value will be given to the Village of Sussex Public Safety Building. Any unclaimed items are donated to a local charitable organization at the end of each season.

INSURANCE/LIABILITY

Activities are conducted in a safe manner. There is an inherent risk of injury when choosing to participate in recreational activities. The Village of Sussex does not provide hospital/medical insurance coverage for persons participating in our recreation programs and events. Participants are encouraged to obtain their own insurance coverage prior to and for the duration of the activity they take part in.