

City of Beaver Dam Community Activities & Services

General Policies

REGISTRATION

Registration is being accepted for all programs in this guide. To register, see page 2.

PROGRAM FEES

Resident and Non-Resident fees vary by program. Resident tax contributions offset the costs of programs. For most programs, the Non-Resident fee adds 50% to the cost or an additional \$10.00, whichever is less. Non-Residents are those who live outside the city limits, including Beaver Dam addresses with a fire number.

FORMS OF PAYMENT

Fees may be paid with cash, check or credit/debit card. Online convenience fees apply. Checks should be made payable to BDCAS and will require a photo ID. A \$30.00 service fee will apply to all returned checks.

REGISTRATION

DEADLINES

Deadlines are typically one week prior to the start of the program, unless otherwise noted. If you miss a deadline, contact the BDCAS office to inquire about late registration.

LATE FEE

A \$10.00 late fee will be charged if a deadline is missed. Registration will not be accepted after the deadline, unless space is available and special conditions can be met.

AGE REQUIREMENTS

Programs are developed by age. The minimum age must be reached on or before the first day of the program. This requirement is used to ensure safety, benefit the participants and assist program leaders in adequately providing instruction. Please respect this policy and do not request special treatment or enroll your child in the wrong program. Violations of this policy will result in dismissal.

CLASS SIZE

Most programs have a minimum and maximum number of participants. This is due to staffing, facility size, safety and other factors. If the minimum is not met by the registration deadline, the program may be cancelled. If the maximum is met, a "waiting list" will be started. If class size is not listed, the program will be held regardless of registration numbers.

WAITING LIST

A waiting list will be started after a program has reached the maximum number of participants. Payment is not accepted and participation is not guaranteed at this time. If a vacancy occurs, participants will be called in the order of sign up, and full payment will need to be made prior to attending the program.

SCHOLARSHIP PROGRAM

Everyone is encouraged to participate in recreational activities. If financial assistance is needed, contact BDCAS to make an appointment with the Administrator. All inquiries are confidential.

PHOTOGRAPHS

Pictures/video footage of programs are used for our promotion and advertising needs. If you do not wish to have a photo/video footage taken, please notify the BDCAS office upon registration or the instructor at the program site.

INSURANCE

The City of Beaver Dam does not provide hospital or medical insurance for participants. Participants are encouraged to provide their own coverage prior to participation.

DEPARTMENT

CANCELLATIONS

We reserve the right to cancel a program or make schedule changes as needed. If a program is cancelled, all registered participants will be notified as soon as possible and a full refund of the program fee will be issued. To stay informed of cancellations, Text "BDCAS" to 24587.

PARTICIPANT CANCELLATIONS

If a registered participant can't attend a program, contact the BDCAS office immediately at 887-4639. A refund may be issued, see page 2.

WEATHER-RELATED CANCELLATIONS

If weather forces us to cancel a program, the decision will be made 45 minutes prior to the start of the program, if possible. Programs will not be rescheduled and refunds will not be issued.

If weather deems it necessary to cancel a program, find out in any of the following ways:

- Text "BDCAS" to 24587
- Listen to radio stations WBEV 1430AM or WXRO 95.3FM
- Call us at 887-4639 and press 2 for program cancellations.

**Text "BDCAS" to 24587
and opt-in to stay informed!**

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REFUND GUIDELINES

Contact the BDCAS office at 887-4639 to request a refund. All requests will be handled in accordance with the following:

Programs with a deadline listed:

If the refund request is received in the office:

- **Prior to 4:30pm on the deadline**
A refund will be issued, minus the service fee.
- **After the deadline, but prior to 4:30pm the day before the program begins**
A credit will be issued, minus the service fee. The credit may only be applied towards future programs with BDCAS.
- **On the day the program begins or thereafter**
No refund, credit or transfer is allowed.

Programs without a deadline listed:

If the refund request is received in the office:

- **Prior to 4:30pm the day before the program begins**
A refund will be issued, minus the service fee.
- **On the day the program begins or thereafter**
No refund, credit or transfer is allowed.

FORM OF REFUND

Fees paid by cash or check will be returned in cash. All credit/debit card payments will be issued back to the original card used. Please note that online convenience fees are non-refundable.

REFUND/CREDIT USAGE DEADLINES

Refunds must be picked up within 30 days and credits used within 6 months of request. All refunds/credits not used within these date parameters will be considered a donation to our Scholarship Program.

SERVICE FEE

A \$5.00 service fee will apply to each request per person for all refund, credit and transfer requests. Exception: All Camp Crystal requests will be charged a \$10.00 service fee.

- ✓ **Registration deadlines are typically 1 week prior to the 1st day of the program.**
- ✓ **IF late registration is accepted, a \$10.00 late fee will apply.**
- ✓ **If the minimum # of participants has not been met by the deadline, the program will be cancelled.**

4 EASY WAYS TO REGISTER



1 ONLINE

- ✓ Visit www.cityofbeaverdam.com/bdcas
- ✓ Click "Register/View Activities Online"
- ✓ Sign-in or create an account
- ✓ Register, pay & print receipt

2 24/7 DROP BOX

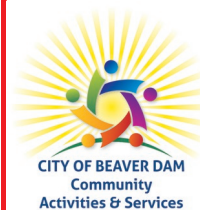
- ✓ Complete registration form
- ✓ Enclose registration form & payment in an envelope
- ✓ Place envelope in the drop box located on the front of The Watermark
- ✓ Include your email address or a self-addressed stamped envelope to receive a receipt

3 MAIL-IN

- ✓ Complete registration form
- ✓ Enclose registration form & payment in an envelope
- ✓ Mail envelope to BDCAS
- ✓ Include your email address or a self-addressed stamped envelope to receive a receipt

4 WALK-IN

- ✓ Complete registration form
- ✓ Visit us in person Monday-Friday, 7:30am-4:30pm
- ✓ Register, pay & receive receipt



We are located at:



209 S. Center St.
Beaver Dam, WI 53916
920-887-4639