

City of Beaver Dam - How to Register & Refund Guidelines

REGISTER NOW!



The BDCAS office is located at:



209 S. Center St.,
Beaver Dam, WI 53916

Monday-Friday, 7:30am-4:30pm (920) 887-4639
www.cityofbeaverdam.com.com/bdcas

4 EASY WAYS TO REGISTER



ONLINE

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



24/7 DROP BOX

- ✓ Complete registration form obtained online or in the BDCAS office.
- ✓ Enclose registration form & payment in an envelope.
- ✓ Place envelope in the silver drop box located on the S. Center St. entrance of The Watermark.
- ✓ Include your email address or a self-addressed stamped envelope to receive a receipt.



MAIL-IN

- ✓ Complete registration form obtained online or in the BDCAS office.
- ✓ 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.



WALK-IN

- ✓ Complete registration form obtained online or in the BDCAS office.
- ✓ Visit us in person, Monday-Friday, 7:30am-4:30pm.
- ✓ Register, pay & receive receipt.

REFUND GUIDELINES

All requests for a refund must be made with the BDCAS office. Program fees will be refunded in cash or to the original debit/credit card that was used. Online convenience fees are non-refundable. All requests will be handled in accordance with the following:

For programs WITH a deadline, if the 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.

For programs WITHOUT a deadline, if the 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.

Service Fee
All refund, credit and transfer requests will be charged a \$5.00 service fee per person per program or session. Exception: All Camp Crystal requests will be charged \$10.00 per person per session.

Refund/Credit Deadlines
Cash refunds must be picked up within 30 days of request. Credits must be used within 6 months of request. A donation will be made to our Scholarship Program for all remaining refunds and credits.

City of Beaver Dam - General Information

Deadlines

Registration deadlines are **1 week prior to the 1st day of the program**, unless otherwise noted.

Registration will not be accepted after the deadline, unless space is available and special conditions can be met. **A \$10 late fee will apply.**

If the minimum number of participants has not been met by the deadline, the program will be cancelled and refunds will be issued.

PROGRAM FEES

Resident (Res) and Non-Resident (N-Res) fees vary by program. Resident fees are offset by tax contributions. For most programs, the Non-Resident fee is 50% more or an additional \$10, whichever is less. Non-Residents are those who live outside the city limits, including Beaver Dam addresses with a fire number. When registering online, convenience fees apply as well. 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.

FORMS OF PAYMENT

Cash, check and credit/debit cards are accepted. Checks will require a photo ID and should be made payable to BDCAS. A \$30 service fee will apply to all returned checks.

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.

CLASS SIZE

Most programs have a minimum and maximum number of participants allowed. 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.

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 BDCAS or the program site coordinator.



If BDCAS cancels a program, all registered participants will be notified as soon as possible and a full refund fee will be issued.

If a registered participant wants to be removed from a program, contact the BDCAS office immediately. A refund may be issued, see page 6.

If weather forces the cancellation of 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:



WBEV 1430AM or WXRO 95.3FM



Text BDCAS to 24587 and opt-in



Call 887-4639, option 2 after hours