

REGISTRATION INFORMATION

REGISTRATION DATES AND TIMES

- In Town Registration - Monday, March 1 @ 8:00am
 - Out of Town Registration - Monday, March 8 @ 8:00 a.m.
- Registration can be dropped off in the main lobby of the Community Center for your convenience Monday - Friday 8:00 a.m. - 10:00 p.m., Saturday 9:00 a.m. - 6:00 p.m. and Sunday 12:00 p.m. - 7:00 p.m.
- Due to the large number of registrations and the number of people entering registrations, mail in, drop off and faxes are randomly entered.

REGISTRATION FORM

- Please use a separate registration form for each distinct household. Example: do not sign up your neighbor or family member residing at a different address on your form.
- Please include complete address, phone numbers and email information.
- Include activity number, section, name and birthdate.

FEES

- Full payment must be included with your registration form.
- Sending the incorrect fee will delay your registration
- **Forms of payment** are CREDIT CARD (American Express, Discover, Master Card or Visa), CHECK (made payable to the Town of Vienna) or CASH (exact change only).
- **R** next to the fee indicates individuals that reside within the corporate limits of Vienna.
- **NR** next to the fee indicates individuals that reside outside the corporate limits of the Town of Vienna.
- When registering for more than one class please submit a separate check or money order for each class. If a class is full this will eliminate holding up your registration for the other classes. A \$25 fee is charged for returned checks.

AGE REQUIREMENT

Participants must meet the age requirements by the start of the program.

CANCELLATIONS

We reserve the right to cancel a camp, due to insufficient enrollment. All camps require a minimum number of participants. Camps are normally cancelled one week before each session begins. A full refund will be given. PLEASE REGISTER EARLY!

REFUNDS AND CREDITS

Refunds - To obtain a full refund or credit a request must be submitted 14 calendar days prior to the start of the camp.

A refund requested less than 14 calendar days prior to the start of the camp will incur a 50% penalty (\$50 max) per camp.

Credits - There is no fee for a household credit submitted 14 calendar days prior to the start of the camp. A household credit requested less than 14 calendar days prior to the start of the camp will incur a 10% penalty per camp.

No refunds or credits will be given after the first day without a doctor's note. No refunds will be given for any materials fees.

PRORATED CAMPS

We will prorate camps for students registering late, however, we cannot prorate the camp fee for students who will miss day(s) in the middle of the session.

CONFIRMATION POLICY

Please note the date and time of your camp. If registering by Webtrac a confirmation can be printed from the screen. For In person, drop off, mail-in and faxes a confirmation will be mailed to you within one week. We may also need to notify you if your camp is cancelled or changed, therefore we must have a day time telephone number and e-mail address.

GENERAL POLICY

- Please arrive on time for camp. We cannot hold up a camp for those participants that are late.
- TO ENSURE THE SAFETY OF YOUR CHILD PLEASE ACCOMPANY YOUR CHILDREN TO AND FROM THE LOCATION.
- Please pick up your children promptly at the end of camp. We may find it necessary to charge an additional fee to parents who are habitually late in picking up their children.

BEHAVIOR POLICY

- Parks and Recreation camps are to be enjoyed by all. Participants that continually disrupt the camp experience for other members will be asked to withdraw from the camp. You will receive a refund for the balance of the camp, however, any materials fees will not be refunded.

WEBTRAC

- Full payment is required at the time of registration and you must use a credit card (American Express, Discover, Master Card or Visa). After you have selected the camps for which you want to participate you will be taken to the payment screen. Simply follow the directions.
- **WebTrac** is secured by Verisign-Thwart and your credit card information is not viewable by any outside parties.

WEBTRAC REGISTRATION INSTRUCTIONS

1. Welcome Page - Click "Continue to Log-In"
2. Enter your user name and your password (Household ID #) and click Sign-In. You will be instructed to change your password the first time you log on.
3. To register select the "Shop" option and then select "Activity Enrollment".
4. Enter the 6-digit activity number and the letter number section identifier of the desired activity/program.
5. Select the family member that you wish to enroll from the "Family Member to Enroll" pull-down box.
6. Follow directions on the screen.
7. Review your billing information and click on the "GO" button to begin the payment authorization process.
8. Next, review the on-screen warning, click the Continue button. You MUST WAIT until your receipt appears before trying to navigate in your browser.
9. Click the "OK" button to view a copy of your receipt.
10. Your receipt should appear in your browser and you can print and/or save your receipts for your records.
11. Once you have closed your receipt your transaction is complete and you can select from 3 options: "back to home page", "more shopping" or "finished"
12. If you experience difficulties, please call our main number at 703-255-6360.

IMPORTANT TID BITS

You will be logged off the system after 5 minutes of inactivity. You must close your receipt for your transaction to be completed.

WebTrac!
It's easy, quick and gets you immediate confirmation!