

Registration 101

SO YOU WANT TO SIGN UP FOR A COURSE?
Great! We offer several convenient ways for you to register including: Internet, in person and by telephone.



INTERNET REGISTRATION

“You’re first in line when you are on-line”

Actually, when registration begins each session, 750 people (or Internet connections) are allowed at one time. We found that if we allow more connections the Web pages load too slowly for even the most patient person. If you are not one of the first 750 connections you will get a message that reads “Leisure OnLine is currently busy due to high demand.” After the first 30 minutes of the start of registration the demand subsides allowing quick and easy access to the site.

FASTEST Method
www.planoparks.org
Leisure Online

Residents may register on-line beginning at 8 am on March 3. Be sure to get an Individual ID and Family PIN by calling any of our centers. Please call prior to the first day of registration because heavy call volume on this first day makes it difficult to get through on the phone. You can also request this information by e-mail 24/7 in the “My Account” section of Leisure OnLine if the e-mail address matches the one on your account or e-mail customer care. Have your Individual ID, Family PIN, course numbers and credit card information ready when you log on. Once logged on, you can shop, pay and print your receipts from your own computer.
www.planoparks.org

**Non-resident registration begins at 6 am on March 5.*



IN PERSON

Residents may register in person beginning at **8 am on March 3** at any of the following locations:

Carpenter Park Recreation Center
 Liberty Recreation Center
 Oak Point Recreation Center

Plano Senior Recreation Center
 Tom Muehlenbeck Center

SLOWER...
...most personal and allows for staff assistance

Our staff will provide personal attention by working directly with you on your selections. Approximately three terminals will be utilized at each site. Be sure to bring your course information and payment. You can only register for one family at a time. If you need to register for another family that cannot attend you must have a second person (age 16+) with you or go back to the end of the line then register for the other family.

**Non-resident registration begins at 6 am on March 5.*

Don't have time to wait in a line? You can always drop off a registration planning sheet (available on our Web site and at our centers), and we will be happy to process your choices when the initial demand subsides. We will call you when we finish with your registration and will mail receipts to you. Please include payment with your form.



CALL A RECREATION CENTER

Residents may register beginning at **8 am on March 3** by telephone by calling any of the following recreation centers. Call volume will be very heavy the first two hours of registration, please be patient. Be sure to have your course numbers and credit card information handy when you make your call.

Carpenter Park Recreation Center 972-208-8087
 Liberty Recreation Center 972-769-4234
 Oak Point Recreation Center 972-941-7540

Plano Senior Recreation Center 972-941-7155
 Tom Muehlenbeck Center 972-769-4404

SLOWEST
...for those not looking for a high demand class

**Non-resident registration begins at 6 am on March 5.*

PAYMENT: If you do not wish to pay with a credit card, you may visit any recreation center PRIOR to your registering and place a credit on your account using cash or check. For complete payment information, please see the Payment section on the next page.

REGISTRATION 101

RESIDENT WALK-IN REGISTRATION Begins at 8 am on Saturday, March 3

Residents may register in person beginning at 8am on Saturday, March 3 at any of the locations listed on page 77. You may also drop off a Registration Planning Sheet (available on our Web site and at our recreation centers) which will be processed when the initial demand subsides.

We encourage you to consider our Leisure Online process if your registration is urgent.

ALL NON-RESIDENT REGISTRATION, THROUGH ANY METHOD, BEGINS AT 6 AM ON MONDAY, March 5.

PAYMENT

When paying in person, registration fees may be paid with cash, check, money order, MasterCard, Discover or Visa. Self-service registrations **must** be paid by credit card. If you do not wish to pay with a credit card, you may visit any recreation facility prior to your self-service registration and place a credit on your account using cash or check.

All fees must be paid in full at the time of registration. Please make all checks or money orders payable to the **City of Plano**. Please print your driver's license number and date of birth on your check.

A discount of 10 percent on all classes is offered for all citizens age 60 or older. (Plano Senior Recreation Center course fees already include this discount.)

NON-RESIDENTS (INCLUDING PISD) ARE CHARGED AN ADDITIONAL \$4 PER COURSE.

FINANCIAL ASSISTANCE

Financial assistance is available for City of Plano residents for annual tennis passes, memberships and recreation course programs. Please call 972-941-7155 for additional information. (Application forms are available on the Parks and Recreation Web site, www.planoparks.org, Leisure Courses, Registration Fees.)

WAITING LISTS

If a course is full you may ask to have your name placed on the waiting list for that course at no cost. The computer system maintains the waiting list in the order persons are placed there.

When cancellation by a participant in the course occurs, the computer notifies staff members of an opening and of the first person named on the list. Staff will notify, in waiting list order, the persons on the list and offer the opportunity to register for the course at that time. Payment for the course will be required at the time of registration.

If you are contacted from a wait list and enrolled for that course, you will be removed from any wait lists for similar courses.

REFUNDS

Full refunds will be granted* when requested more than one week prior to the start date of the course/program. Refunds requested less than one week prior to the start date of the course/program will not be granted unless the vacated spot is filled. If the spot is filled, a refund will be granted, less a \$5 administrative fee.

Medical refunds requested prior to the start date of the course/program will be granted in full. A doctor's note must be provided for all medical refunds to be processed. A prorated refund will be granted for medical refund requests received during or after the course/program. Medical refunds must be requested, with proper documentation, within a month of the program's ending date.

Courses canceled by the Parks and Recreation Department due to low enrollment or other circumstances will result in one of the following:

- 1) the participant may register for another available course, or
- 2) the participant may have his/her money kept on account to use at a later date, or
- 3) the participant may request a full refund.

To request a refund, please call the recreation facility where the course/program is offered. Participants paying by credit card will have the refund amount credited to that credit card account.

*Refunds cannot be granted for **non-recoverable** costs on some programs and trips, such as hotel costs and pre-paid admission fees unless the spot is filled. Also, on trips where services are contracted to outside travel agencies, the travel agency refund and cancellation policies will apply.

**Full refunds for summer camps will be granted when requested more than two weeks prior to the beginning of camp. Refunds requested less than two weeks prior to the start date will not be granted, unless the vacated spot is filled. If the spot is filled, a refund will be granted less a \$5 administrative fee.

Due to unforeseen circumstances, printed prices are subject to change without notice.

INCLUSION POLICY

Inclusion in many of our programs is possible for those with special needs. It is important that you contact Therapeutic Recreation at (972) 941-7272, prior to registration, for details on how we can support your abilities, interests and desire to participate.

To ensure the safety and enjoyment of others in recreation programs, participants are expected to display appropriate behaviors. The success of all recreation activities depends not only on good planning and instruction, but the conduct of participants. Appropriate behavior includes the ability to follow instructions and interact with other individuals. Parks and Recreation staff will discuss behaviors of concern with the participant and his/her family when necessary.

Has your phone number or email changed?

Our primary means of communication with you about class changes or cancellations is by phone or e-mail. If these have changed, please update your information by calling or visiting any recreation facility. For your convenience we can also add your cell and/or work number to your account.

Also, in the event that you forget your Individual ID and Family PIN while registering for a class, keeping your e-mail address current will ensure that you can receive this information by e-mail in a timely manner to continue with the registration.