

## **Lewiston Recreation Department**

### **Program Policies and Procedures**

**Program and Facility Registration:** Program registrations take place on our website, [lewistonrecreation.com](http://lewistonrecreation.com). If you are new to Lewiston Recreation, you must first create an account. From here, all program and facility reservations can be completed, including payment. Please make sure your contact information, including email and phone number, are accurate. Call our main office at 207-513-3005 for assistance.

**Program Payments:** Program fees are due upon registration. Payments can be made on the website, through the mail, over the phone, or in person. All debit and credit card payments are subject to a 2.5% fee.

**Non-Resident Fee:** Program participants who do not live in Lewiston will be subject to a Non-Resident Fee. This will range depending on the program.

**Program Cancellation:** If Lewiston Recreation cancels a program due to low enrollment, registrants will receive a 100% refund.

**Refunds:** If the registrant withdraws from a program before the program begins, a \$10.00 administrative fee will be charged, and the registrant will receive the remainder for their refund minus up-front program costs incurred. Registrants who withdraw after the program begins will receive a pro-rated refund minus the \$10 administrative fee. Refunds will be made in check form, and will take 2-3 weeks to process. The registrant may choose to keep their cancellation as an account credit that can be used towards future programs.

**Weather Cancellations:** If the weather impacts travel to/from a program, or holding a program will be unsafe for the participants or damage a field, the decision will be made to cancel. Cancellations will be made 2-3 hours before the start of the program. Lewiston Recreation will post the cancellation on our Facebook page, and will also email registered participants. We will do our best to reschedule cancelled programs.