



Waterville Valley Recreation Department

Registration & Refund Policies

Registration Policies

Registration for Summer Camps:

- Registrations for summer camp is **ONLINE ONLY** at wvrd.recdesk.com. Questions about summer camp will be answered by phone (603) 236-4695 or by email to Sondra at wvrdcamps@watervillevalley.org or Brooke at recdirector@watervillevalley.org. Participants must create an online account **PRIOR** to online registration. **Create your account here.**
- Participants will not be considered registered until payment is made in full.
- Camp Scholarships are available by application at **Doug's Camp Fund**. Scholarship funds must be arranged prior to online registration. Please call the Recreation Department to inform us of your scholarship award prior to online registration at (603) 236-4695.
- WVRD will not hold spots in any program based on inquiry. If you inquire about a program please know that the roster may fill before you have registered with payment.
- Participants must meet the age requirements on or before the start date of the program in question.

Registration for non-camp Programs:

- Registrations can be made online at wvrd.recdesk.com, by phone (603) 236-4695 or by email to Sondra at wvrdcamps@watervillevalley.org or Tyler at adventure@watervillevalley.org. Participants will not be considered registered for a program until payment is made in full. No exceptions.
- WVRD will not hold spots in any program based on inquiry. If you inquire about a program please know that the roster may fill before you have registered with payment.
- Participants must meet the age requirements on or before the start date of the program in question.
- Registrants must be present at the program start time in order to participate unless other approved arrangements have been made with WVRD. Spots may be given away to waitlisted participants after 15 minutes if no notice is given.
- All programs require a minimum and/or maximum number of participants to operate. If a program is full participants will be placed on a waitlist in the order received. If a program does not meet the minimum number of participants WVRD reserves the right to cancel the program and a full refund will be made.
- Pre-registration is recommended and encouraged. If you would like to attend, please register early. Programs are often cancelled due to low enrollment 24 hours in advance of program.

Refund Policies*

Summer Camp Refund Policy:

- Withdrawals made one week or less prior to the start date of a camp session will not be issued a refund.
- Withdrawals made 8 - 21 days prior to the start date of a camp session will be refunded 25%. Registration and payment may be transferred to an alternative session at no additional cost if space allows.
- Withdrawals made 22 days before the start date of a camp session will be refunded 50%. Registration and payment may be transferred to an alternative session at no additional cost if space allows.
- If Waterville Valley Recreation Department cancels a camp session, participants who have pre-registered will receive a 100% refund.
- Day-of withdrawals and/or failure to attend a camp session will not be refunded unless a specific medical emergency has been documented.
- Field trip fees, if applicable, are included in the weekly day camp rate. Field trip fees are non-transferrable and non-refundable.

Program Refund Policy (non-camp):

- If Waterville Valley Recreation cancels a program participants who have pre-registered will receive a 100% refund.
- Withdrawals made 3 or more business days prior to the start of a program will be refunded minus a 25% processing fee.
- Withdrawals made less than 3 business days prior to the start of a program will be refunded minus a 50% processing fee.
- Day-of withdrawals and/or failure to attend a program will not be refunded unless a specific medical emergency has been documented.

*** The Town of Waterville Valley Recreation Department will refund qualifying program registration fees by check or as a household credit. Refunds by check will be mailed directly to the participant's address on file. Members may use household credit as payment toward future program registrations. Credit Card convenience fees cannot be refunded.**