

# PROGRAM REGISTRATION

Four Easy Ways to Register!!!

**Signed registration/Hold Harmless forms are required** for participation in UDP&R programs - these forms are a contract of understanding between you and UDP&R. Signed registration forms are required to process your registration and for participation in programs.

**Online Store** - Registering for UDP&R's programs, tickets only and trips is available online. If you experience any problems while using the Online Store, please call UDP&R. Also available at the Online Store are special Public Works programs: requests for bulk trash pickup, free cardboard pickup and additional refuse collection pickup. These Public Works programs are available to current Upper Dublin Township trash program participants only. The UDP Library now offers online registrations for its programs. Visit [www.upperdublin.net/store](http://www.upperdublin.net/store)

Please note the icons located next to the registration information for each activity:



= registration is accepted by mail-in



= registration is accepted by walk-in/drop-off



= registration is accepted by call-in



= registration is accepted online

- 1) **MAIL-IN** UDP&R  
*or* 801 Loch Alsh Ave.
- 2) **DROP-OFF** Fort Washington, PA 19034
- 3) **WALK-IN** Monday to Friday 9a-5p\*  
\*See website for summer hours
- 4) **PHONE-IN** (215) 643-1600 x3443  
(Tickets-Only, Trips & Tours and Special Events only)
- 5) **ONLINE** ([www.upperdublin.net/store](http://www.upperdublin.net/store))

V-Code (VIN#): For your safety and security, we require that you enter your card's verification number. The verification number is a 3-digit number printed on the back of your card. It appears after and to the right of your card number.

## Who is a "resident?" Which fee do I pay?

A "resident" is anyone whose legal address is a residential property located within Upper Dublin Township. All others will be charged the NR surcharge, regardless of who registers for the trip or activity.

## Insurance & Hold Harmless Forms

**PROGRAM INFORMATION:** All program dates are subject to change. Participants must provide their own medical insurance. Except for Special Events, a properly signed hold harmless form must be on file in order to participate.

## TO MAIL-IN OR DROP-OFF

1. **Complete a registration form.**
  - Be sure all the information is correct and complete and include both day and evening telephone numbers in the event that we need to contact you.
  - If you are signing up for only one activity, you may include additional persons for that same activity on one form.
  - Be sure to read the Hold Harmless Agreement.
  - Sign the bottom of the registration form.
2. **Enclose Payment**

A personal check may be used for the activity and should be made payable to **Upper Dublin Township**. If paying by credit card, provide the number, expiration date, v-code and a signature. Cash is accepted at the Office.
3. **Mail-In or Drop-Off**

Use our mailing address above. **AFTER HOURS - Access the Township Building through the Police Lobby. Place registration with payment in Mailbox #59/Parks & Recreation.**

## Cancellation, Transfer, & Refund Policy

- UDP&R reserves the right to cancel any program, trip or activity due to insufficient registration. A full refund will be issued.
- Inclement weather may prompt cancellation. Call UDP&R or tune to Verizon/Comcast channel 20/28. Sessions are made up at another date if possible.
- Cancellations by voicemail or by speaking to someone in the UDP&R Office are accepted. Email and faxes are not accepted.
- If your status in a program changes, contact UDP&R (215) 643-1600 x3443 immediately to document the change.

*Unless a special cancellation policy is stated...*

### ... for TICKETS-ONLY SERVICES

- Refunds are **not** possible once UDP&R has ordered tickets.

### ... for PROGRAMS & SPECIAL EVENTS

- Transfer **before** the close of business on the printed registration deadline date before the start of the program is without penalty *if no refund is involved*.
- Cancellation **before** the close of business on the printed **registration deadline date** is without penalty.\*
- Cancellation or Transfer **after** the printed registration deadline is handled on a case-by-case basis.\*
- Refunds are not possible once UDP&R has paid instructors.

### ... for TRIPS

- Cancellation **30 days+** before a trip is without penalty.\*
- Cancellation **less than 30 days** before a trip is without penalty\* if the seat(s) is (are) resold.
- Refunds are **not** possible for a non-resold seat(s). Refunds are not possible for "no shows" on the day of a trip or cancellation after the close of business the business day before.

### Tiny Dancers Observation Policy

You are welcomed and encouraged to sit in and observe during the 1<sup>st</sup> and last classes of each session. This will allow you to see the progress your child(ren) has (have) made over the 6-week program.

For classes in-between, UDP&R asks that you drop-off your child (ren) at the room, leave and then return for pick up at the conclusion of each 45-minute class. While the door will remain open, parents/ caregivers and /or siblings will not be permitted to stay in the room.

**\*PLEASE NOTE:** A \$5 per person per session administrative fee is deducted from any refund issued when the participant cancels or transfers.

## Don't Be Disappointed! Register Early!

UDP&R sets dates at which a "go/no go" decision must be made for programs, trips and activities. If a sufficient number of registrants is not reached by that point, the program, trip or activity may be cancelled by the department.

## Trips and Tours - General Notes

1. All ages\* are invited to travel with UDP&R. However, children under 16 years of age must travel with a friend or family member 16 years of age or older. Those 16 or 17 years of age not accompanied by an adult must travel with a peer 16 years or older. **\*Special Note: Buses are not equipped with seat belts. Any child required by law to travel in a car seat cannot be accommodated on our trips.**
2. See cancellation policy.
3. Seats on the bus are assigned in order of registration date. Arriving at the Township Building early the morning of a trip does not change your bus seat assignment. Seat assignments will be given to you at check-in.
4. Whenever possible, seats in theatres or arenas are assigned by department staff to accommodate defined group requests while working with the specific rows/seats provided by the theatre.
5. Unless noted, transportation is by deluxe climate controlled motor coach equipped with lavatory. Smoking and alcoholic beverages are not permitted on buses.
6. Drop off locations are subject to change.
7. Non-resident passengers are charged \$5 more regardless of who purchases the ticket.
8. Participants will receive a mailing from UDP&R at least one week before an excursion that includes a trip itinerary and a Hold Harmless form. The HH form requests information about passengers. This form must be completed, signed and returned to UDP&R by the time of trip departure.
9. Wait lists are date and trip specific.
10. A modest driver tip is included in the cost of each trip.

## Tickets Only - General Notes

- *Payment by cash or credit card only.*
- *Payment is needed to place an order (if ordering by telephone or online, please have credit card handy).*
- *UDP&R will call and leave word at your home when tickets are available for pickup - about one week before the show.*
- *Once purchased by UDP&R, tickets are non-exchangeable and non-refundable.*
- *Tickets are sold on a first-come, first-served basis until order deadline or sold out.*

## Online Store - General Notes

*Registering for UDP&R's programs, tickets only and trips is available online until the advertised registration deadline date. If you experience any problems while using the online store, please call UDP&R. Also available at the online store are signups for some Library programs, as well as, special public works programs: requests for bulk trash pickup, free cardboard pickup and additional refuse collection pickup. These public works programs are available to current Upper Dublin township trash program participants only. Visit [www.upperdublin.net/store](http://www.upperdublin.net/store).*

## Hold Harmless Agreement

### NOTES:

- Complete one form for each participant. Be sure to sign and date the bottom of the form.
- Registrations are accepted only with full payment and as space permits.
- For complete registration, payment and cancellation information please see those publications.
- Receipts are not mailed. Please do not expect a reminder phone call.
- *No News is Good News!* Report to the program as *scheduled* unless you are contacted by UDP&R because:  
\* *the program is full* \* *the program is canceled* \* *there is a change in program information*
- **PARENTS**, if your child is the participant, please check-in your child with the instructor on the first day of the program.

**HOLD HARMLESS AGREEMENT:** Any participant and/or his guardian, in consideration for the Township of Upper Dublin through its Department of Parks & Recreation providing facilities, instruction, transportation and supervision in the activity for which he has registered does hereby:

1. Agree to assume all risks and responsibilities of possible damage or injury involved through participation in said activity. I understand I am to furnish my own insurance in case of injury.
2. Request permission to participate in the activity with the full knowledge that the said activity could result in damage or injury to me.
3. Agree to furnish a certified birth certificate or proof of birth of the registered names upon request by the Department of Parks & Recreation.
4. Agree to indemnify and hold harmless the Township, its department and agents from liability for personal injury or property damage resulting from my participation in said activity.
5. Waive the right to dispute all proper charges once he/she/they have registered and/or participated in the UDP&R program, trip or special event for which a registration is received.
6. Agree to reimburse Upper Dublin Township for any and all fees incurred for wrongfully disputing a credit charge.
7. Agree to allow Upper Dublin Township to use any photos taken at an activity for future Township publications.