



## Leisure Services Department Frequently Asked Questions – Program Registration

### **HOW DO I REGISTER FOR A PROGRAM?**

We offer the follow methods of registration: Online, Mail-In, Drop-Box, and Office Walk-In. Registrations are accepted on a first come, first serve basis. If a program has reached its maximum enrollment, we will automatically put you on a waiting list and will notify you of your status.

If I am not a resident of Bellevue, can I still register for Bellevue programs?

Yes, however, residents are given two weeks of priority registration. After the initial two weeks of priority registration, non-residents can enroll in programs. Please contact the Village Offices if you are unsure of your residency. Bellevue residents may not register non-residents.

### **HOW DO I KNOW IF I AM REGISTERED IN THE PROGRAM?**

Please supply us with a current valid e-mail address at the time of registration. We will send you an e-mail confirmation of your enrollment. If you do not have an e-mail address please contact our offices during normal business hours to confirm you registration.

### **WHAT IS YOUR REFUND POLICY?**

Refunds will be given up to the registration deadline or start of the program, whichever comes first. Refunds will not be given after a program has started or deadline has been reached, unless the program is filled and a waiting list is present. Refunds will not be given for daily passes. If a refund is given, a processing fee may be charged of \$5.00.

### **IS THERE ANYWHERE I CAN DROP OFF MY REGISTRATION AFTER HOURS?**

There is a drop box located next to the front door of the Village Offices at 2828 Allouez Avenue for your convenience.

### **HOW DO I KNOW IF A PROGRAM IS CANCELLED DUE TO BAD WEATHER?**

Program cancellations will be listed on the Village's automated information line (468-5225 option 2). Just listen to the Leisure Services Department's message to find out the most up to date information about the department, including program cancellations.

We will also post cancellations on our website home page and the Leisure Services Department home page.