



### **Payment Policy**

All payments are due at the time of registration unless otherwise noted. Any payment not received by the scheduled due date is considered past due. Registrations are subject to cancellation and withdrawal until the balance is paid in full. Payment plans established before the start of a program or event will be honored and invoices will not be marked past due.

Any individual struggling or unable to make payments may qualify for financial assistance or a specialized payment plan. Financial Assistance and Specialized Payment Plans are offered for certain programs on a case-by-case basis. Contact the Parks and Recreation Department to discuss payment options.

Individuals/households with past due invoices will be notified via phone calls, emails, and/or personalized letters. If we do not receive any correspondence from the delinquent party after 30 days, a suspension will be placed on all household accounts until the outstanding balance is paid in full.

Any person(s) with a balance unpaid after three months is subject to collections. Any fees incurred by collections are the responsibility of the payer designated on the past-due invoice.

### **Weather Related Program Cancellation**

If inclement weather is expected, please call the Parks & Recreation office for program cancellations and/or check the department's Facebook page.

- Before & After School Program  
There is no Before School Program when Brooklyn schools have a delayed opening. There is no Before or After School Program when school is canceled. There is no After School Program when the school has an unscheduled early release day.
- Any Recreation Program scheduled at the school will be canceled when the Brooklyn schools have canceled or close early.

Brooklyn School closures are posted to the district's Facebook page ([Brooklyn Public Schools, CT](#)) or check [www.WFSB.com](http://www.WFSB.com).

### **Program Cancellation**

Brooklyn Parks & Recreation Department reserves the right to change schedules as necessary and cancel programs that do not meet minimum enrollment levels. If an entire program is canceled, registered participants will receive notification of the cancellation and a full refund of the registration fee paid. If a single day of a multi-day program is canceled there is no refund. Make-up classes will be scheduled if the department's schedule, facility, and instructor have availability to do so.

### **Omissions and Errors**

Brooklyn Parks & Recreation Department reserves the right to change program information as necessary to correct any errors or omissions.

### **Refund Policy**

Refunds are granted automatically if a program is cancelled. Processing/convenience fees for credit card payments will not be refunded. All other requests for cancellations or refunds must be made in writing 14 or more days before the program start date. Registration cancelled 13 days or less, or after a program has started, will not be issued a refund. A partial refund may be available for some programs.

Refunds may take up to three weeks to process. All refund requests are considered on a case-by-case basis and subject to the discretion of the Parks and Recreation Department, and as such, full and/or prorated refunds are not guaranteed.



### **COVID-19**

Brooklyn Parks and Recreation Department program participants are expected to notify Brooklyn Parks and Recreation if they or a member of their household, is exposed to COVID-19, develops symptoms of COVID-19, or tests positive for COVID-19. To access information about COVID-19 please visit the [CDC's website](https://www.cdc.gov/).

### **Americans with Disabilities Act (ADA)**

Please contact the Brooklyn Parks and Recreation Department at least two weeks in advance regarding any accommodations needed to assist with participation in, and enjoyment of, any program or special event. The department may be reached by email [recreation@brooklynct.org](mailto:recreation@brooklynct.org), phone 860-779-3411, or in-person: 69 South Main Street, Brooklyn CT 06234.

### **Participant Behavior**

Respectful behavior is expected behavior for all participants. Participants are expected to engage in courteous, safe, responsible, and appropriate behavior towards staff, volunteers, other participants, equipment, and facilities while participating in Brooklyn Parks and Recreation Department programs and events. We reserve the right to remove a participant from a program based on inappropriate behavior.

### **Bullying**

Brooklyn Parks and Recreation takes its responsibility to create a safe environment for all participants very seriously. Acts of bullying will not be tolerated. Each situation will be evaluated on a case-by-case basis and any subsequent follow-up actions are at the discretion of the Brooklyn Parks and Recreation Department. Connecticut anti-bullying laws and regulations include the following definitions of bullying and cyberbullying:

*"Bullying" means an act that is direct or indirect and severe, persistent or pervasive, which (A) causes physical or emotional harm to an individual, (B) places an individual in reasonable fear of physical or emotional harm, or (C) infringes on the rights or opportunities of an individual at school. "Bullying" shall include, but need not be limited to, a written, oral or electronic communication or physical act or gesture based on any actual or perceived differentiating characteristic, such as race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity or expression, socioeconomic status, academic status, physical appearance, or mental, physical, developmental or sensory disability, or by association with an individual or group who has or is perceived to have one or more of such characteristics;*

*"Cyberbullying" means any act of bullying through the use of the Internet, interactive and digital technologies, cellular mobile telephone or other mobile electronic devices or any electronic communications.*

*Conn. Gen. Stat. § 10-222d (2019)*

### **Use Of Photos**

Brooklyn Parks and Recreation Department may videotape or take photographs of participants enrolled in recreation activities, classes, programs, or events. These photos and/or videotapes may be used for promotional purposes.