

**online registration starts Saturday, March 9 at 8:00 am**  
**All other registration begins Monday, March 16 at 8:00 am**

## Indianola Parks and Recreation Department MAIL-IN/DROP-OFF/FAX REGISTRATION FORM

(Please Print)

ADULT NAME: Last \_\_\_\_\_ First \_\_\_\_\_

Address \_\_\_\_\_ Apt.# \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

PHONE NOS: Home ( ) \_\_\_\_\_ Work ( ) \_\_\_\_\_ Cell ( ) \_\_\_\_\_

E-MAIL: \_\_\_\_\_ (please print clearly)

I want to receive **The Fun Times** e-mail newsletter. Avoid missing program deadlines by subscribing to our e-mail newsletter, The Fun Times. Keep up with what's happening each month with sports, family events, and activities for all ages. You may unsubscribe at any time.

PROGRAM NUMBER	PARTICIPANT NAME		SEX	BIRTH DATE Mo Day Yr	GRADE	ACTIVITY NAME	FEES
	Last	First					
							\$
							\$
							\$
							\$
							\$

YOUTH SPORTS INFORMATION				# Previous Yrs. In Program
Name	Height	Weight	Shirt Size	

Total Activity Fees	\$
Gift Donation (Optional)	\$1.00
<b>Total Amount Due</b>	<b>\$</b>

T-shirt Sizes: Youth—Small, Medium or Large  
 Adult—Small, Medium, Large or Extra Large

**To Our Participants with Disabilities:** If you need special accommodations for program participation, please contact our office by phone or in writing. We are waiting to serve you.

**What are the two best ways to notify you of upcoming Park and Recreation events?**

<input type="checkbox"/> Activity Guide	<input type="checkbox"/> E-mail	<input type="checkbox"/> Website
<input type="checkbox"/> School Flyer	<input type="checkbox"/> Facebook	<input type="checkbox"/> Channel 7

**Mail to:** Indianola Parks & Recreation Department  
 2204 West 2nd Avenue  
 Indianola, IA 50125

**MAKE CHECK PAYABLE TO:** Indianola Parks & Recreation

**CHARGE:** (circle)    MasterCard    VISA    Discover

Card #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Card Holder's Signature: \_\_\_\_\_

Please make sure to circle the type of charge card you are using.



**1. Mail-In:** Indianola Parks and Recreation  
2204 W 2nd Avenue  
Indianola, IA 50125

**2. After Hours Drop-Off**

Place form and payment in a sealed envelope and drop in the south wall (just to the east or right of the main entrance) of the Activity Center at 2204 W 2nd Ave.

**3. Fax**

Call 515-961-9426 to fax registration form. All Fax registrations must be paid by MasterCard, VISA, Discover, or Debit Card.

**4. Phone**

Call 515-961-9420 to register by phone. All phone registrations must be paid by MasterCard, VISA, Discover, or Debit Card.

**5. Walk-In**

Walk-in Registration at 2204 W 2nd Avenue.

**6. Online**

Log onto [www.indianolaparks.com](http://www.indianolaparks.com) to register for your favorite program and activities, anytime day or night... it's quick and convenient!

**Summer 2009 online Registration Discount!**

Receive \$2 off each program that you register for online.

**Need internet access?**

Computers with internet access are available from 8:00 am to 5:00 pm, Monday-Friday at the Indianola Activity Center computer lab, and at the Indianola Public Library.

**Library Hours:** Monday-Thursday, 10 am-8:30 pm; Friday 10 am-6 pm; Saturday, 10 am-5 pm; Sunday, 1 pm-4 pm.

**No More Receipts**

Effective Monday, March 9, Indianola Parks & Recreation will no longer provide printed receipts for any registration or reservation. You may access your account online from any computer at any time to view and print your information. And if you have provided your email address to Indianola Parks & Recreation, receipts will automatically be sent to that email address.

**Registration Deadlines**

Deadlines are used as a tool to determine whether there is enough interest in a class/activity to invest time and money. If a class minimum isn't met by the deadline, the activity may be canceled.

**"Does missing the deadline mean I can't get into the class?"**

In most cases, except sports leagues, participants will still be able to register for an activity until the class is filled. Missing a deadline doesn't always mean you have to miss the activity. But early registration guarantees you and your family members a spot in your favorite activities, as some classes fill before the deadline.

**Registration Reminders**

- Participant's age must fall within the age requirements by the program's beginning date.
- Participants are not registered until payment is received.
- Program fees include tax.
- A \$5 Transfer Fee will be charged for each transfer from one section of a program or activity to another, after the initial registration.
- Additional registration forms are available at the Parks and Recreation office.
- Drop-off, mail-in, fax, and phone registrations will be sent a receipt.
- Filled classes will automatically place participants on a waiting list. Additional sessions may open.
- Resident fee discounts will be given to people who live within the city limits of Indianola.
- Cancellations: If a class does not have sufficient registration, the class will be terminated.

**Am I a Resident?**

A resident is any person who lives within the City Limits of Indianola. This is not to be confused with school attendance. City and School District boundaries are not the same. Even though your mailing address is Indianola, this does not necessarily mean you are a city resident. Most programs/classes have different fees for residents and nonresidents.

Indianola residents make a significant contribution to the financing and operation of the Indianola Parks and Recreation

Department through city property taxes. These taxes are paid whether or not individuals participate in programs or use facilities.

Therefore, Indianola residents receive a discount off the regular fee. To ensure equity, non-residents (those living outside the Indianola city limits) will pay the regular program or facility fee.

**Refund Policy**

- Refunds/credits for recreation programs will be processed upon request in accordance with the following policy:
- Any refunds granted under the Parks & Recreation refund policy will require City Council approval and will take 2-3 weeks to process.
  - Full refunds/credits will be made upon cancellation of a class or activity by the Parks and Recreation Department.
  - Full refunds/credits will be granted to individuals if prior to class/activity deadline or one week prior to the beginning of a class/activity that doesn't have a published deadline.
  - Because the decision to maintain classes is based on the enrollment at the first class, refunds/credits are not guaranteed after the first session. Refunds/credits requested less than 1 week prior to the beginning of a class/activity may be granted only for illness or medical reasons or other unavoidable circumstance. A physician's verification will be required in writing. The request must be made within seven (7) working days of the unavoidable circumstance. Refund/credit will be prorated.
  - No refunds/credits will be granted after a program/activity is half completed.

**Our Service Promise**

If at any time we do not meet our obligation of providing quality programs and facilities and you feel there is a problem with our service, the Parks and Recreation staff will work with you in one of the following ways to make it right with you.

- Repeat a program or facility use at no additional charge.
- Receive a credit good for use towards any program or service fee.
- Receive a refund.
- Receive a prorated refund or credit due to a medical problem, based upon the number of classes attended.
- Meet with staff to discuss the situation and arrive at an equitable solution.

**"We promise to do our best to make it right with you."**

Simply call us at 515-961-9420.