



# Parks and Recreation Department

## Registration Guidelines and Policies

### Registration Guidelines

- All open balances must be satisfied before any participation in city sports.
  - Additional registration fees may be required for division transfers & must be paid in full prior to participation in the season.
  - Coach & buddy requests are **NOT GUARANTEED**, but we will try our best to accommodate your request.
  - You must register prior to attending an activity.
  - Fees must be paid in full at time of registration.
  - If conditions warrant, activities are subject to change by the Parks & Recreation Department.
  - Program minimums & volunteer minimums must be met, or the activity is subject to cancellation.
  - Contact Information Requirement: To complete your registration & receive your Team Reach code (used for communication with your coach), you must keep your phone number and email address updated in your profile. This information is essential for ensuring you receive team updates and notifications. By registering, you agree to maintain accurate contact details in your account at all times.
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### Refund Policy

- Sometimes things do not go as planned. Othello Parks & Recreation reserves the right to cancel, reschedule or combine program activities.
- If Parks & Recreation cancels a program, participants will be notified by phone or email provided on the registration. A full refund will automatically be issued. Refunds are issued from the City Finance Department within approximately 15 to 30 days of the notice.

#### **Please Note:**

- NO REFUNDS will be issued for participant-initiated cancellations.
  - We are unable to prorate season games.
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### Uniform Fitting and Ordering Policy

Sample uniforms are available at the Parks & Recreation office (81 E. Pine Street, Othello, WA) Monday–Friday, 8:00 AM–5:00 PM. We strongly recommend all athletes try on a uniform before registration closes to ensure the correct size is ordered.

#### **Please Note:**

- All uniform sales are final.
- Uniform orders will be placed shortly after the registration period closes.
- If the selected size is not available, the next available larger size will be ordered.
- If account user selects an incorrect size for their athlete & a replacement uniform is required, an additional charge will apply.
- The Parks & Recreation Department does not carry uniforms in stock; all uniforms are ordered through an external vendor.