

## Parks & Recreation FAQ

Where is the office located?

The office is located in the Town Hall building at 61 Echo Lake Rd, Watertown, CT 06795.

What are your office hours?

The office is open daily for program registration, Monday thru Friday, from 8:30 am until 4:30 pm excluding holidays. Note: some programs may have specific advertised registrations dates and times.

What is your phone number?

(860)945-5246 fax (860)945-4734 Info-Line (860)945-5272

When are brochures distributed?

Three times a year, the Park and Recreation Department publishes an activities guide highlighting upcoming programs. Typically, they will be published on our website and located at the Watertown Library, LaBonnes, Gayle's Farm Shoppe, and the Watertown Parks & Rec office in January, April and September.

How do I register for a program?

We are now accepting online registrations! Simply go to [www.watertownctrec.com](http://www.watertownctrec.com) and create your household. You'll then be able to register and pay for any and all recreation programs and special events from the convenience of your own home! We accept VISA, Master Card, American Express, Discover and Diner's Club (credit and debit cards). Walk-In registration is open from 8:30 AM – 4:30 PM at the Watertown Parks & Recreation Department. These registrations are based on a first come, first served basis.

When may I register for a program?

In most cases, registration for programs opens as soon as the activities guides are sent out. For some programs, specific registration information may be given. Check the program information in the activities guide. Registration Hours for the Park Office are Monday thru Friday from 8:30 am to 4:30 pm.

What happens if I register for a program late?

Please note, registration for programs closes one week before the start date which means mail-in registrations must also be received one week prior to the start date. If you register late, for some programs, there is an additional late fee. Because we will cancel programs with insufficient enrollment, if you register late, your program may no longer be available. There is also the possibility that the program is full, so you may need to contact the Park Office to see if a late registration is possible.

Can non-residents register for a program?

Some programs are for Watertown/Oakville residents only, like our Recreational Basketball program. Some programs will accept out of town participants but there is an additional fee that will be charged. Please call the Park Office or check this website for specific program information.

**What is done for returned checks?**

If a check is returned due to insufficient funds, we will require that payment be made by money order, bank check or cash prior to be allowed to participate in the program that the original check was written for. A \$20.00 fee will be charged for any returned checks.

**How will I know if a program is cancelled?**

The Parks & Recreation Department reserves the right to cancel, postpone or combine classes or change instructors. If insufficient enrollment causes a class to be canceled, full tuition is refunded. You will be called and emailed if a program is cancelled due to insufficient enrollment. You will be issued a refund or we can credit the money to your household. Additional classes may be opened if facility and instructor are available. The Parks & Recreation Department reserves the right to set a minimum and maximum for each program and to cancel any program due to low enrollment.

**What types of confidential scholarships are available?**

For most programs, confidential scholarships are available to qualifying applicants for residents of Watertown/Oakville. To apply for aid, go to our website for the appropriate form. Care 4 Kids: The Watertown Parks & Recreation Department participates in the Care 4 Kids program. Parents are responsible to make all weekly payments until a certificate is issued from Care 4 Kids and a parent share fee has been determined.

**How do I request a refund?**

Refunds must be requested prior to the Friday before the program begins. No refunds will be given once class begins. Medical refunds will be approved on a case-by-case basis when the request is submitted in a timely manner. A **\$10.00** processing fee will be charged for all refunds; unless the Watertown Parks & Recreation is forced to cancel a program.

**How do I know if a program is cancelled due to inclement weather?**

For programs held in Watertown school buildings, our programs will be canceled if school has been cancelled or released early. If the program is held on the weekend, Channel 3 WFSB for the cancellation of Watertown Parks & Recreation programs. We will post all cancellations on our Website, Facebook Page and an EBlast will be sent out. You can call the Info-Line at (860)945-5272.

**What are your Park security procedures?**

When the playgrounds are in session all persons attending must be registered in the program. We are responsible for the children registered and the facilities being

used. Persons not registered entering the facility or playground area will be asked to leave. Please understand the taxpayers own these facilities, and we are responsible. Also, we are protecting and caring for someone's most precious commodity, their children. Please respect these rules and understand why we cannot have "outsiders" entering our playgrounds and facilities. Please check with your child's camp director regarding the pick-up of your child by someone other than yourself. There are procedures in place at every camp and they will be enforced.

What are the signs if a field should be closed?

Fields will be closed if there is standing water, if it has rained for most of the day, or if lightening is present.

What do I do if an item might be in the lost and found?

There are several places to check when an item goes missing. First, check with your child's program instructor. If the program was held in a building, check at that location. If the program was held at a field, you can contact Parks Dept. You can also call our office, we do have a lost and found box which contains many items.

Which parks allow dogs?

Dogs are allowed at all parks as long as they are leashed and owners clean up after their animals. Dog owners should remember that children, and adults, play in these areas!

Is alcohol permitted at parks?

Per park ordinances, alcohol is not allowed on park grounds.

Are there any swimming pools?

There are two pools in Watertown. Crestbrook Park is home to an outdoor pool which is open from mid-June until mid-August. Watertown High School houses the town's indoor pool. For information on pool programs, view the "Where to go for a Swim" page.

Where do I get a pool pass for Crestbrook Park Pool?

Summer pool passes can be purchased on our website or at the Recreation office.

Are the tennis courts at Crestbrook Park available to the public?

There are four tennis courts available to the residents of Watertown/Oakville. We also reserve court time for 10 & Under modified tennis and also Pickleball! For reserved court time (1 ½ hours) you can request to use them on our website, fee is \$1.00.

Where can I go Ice Skate?

Parks and Recreation will be offering free public skate at the Annex Pond. Ice will be monitored by the Parks Department – however skating will be at your own risk.

Skating will be open 7 days a week. The Annex Pond is located on Middlebury Rd next to Taft School. For more information please call 860-945-5246.

How do I request the use of a facility?

To request the use of a park or facility, you can go onto our website. If additional information is required, someone from the Recreation office will contact you. Once your request has been reviewed you will be notified with your request approval or denial.

What is the cost of renting a facility?

Usage and fee information can be found on the webpage under Facilities.

What if my child gets photographed?

Participants may be photographed for the purpose of promotion or advertising in the future brochures, in newspapers or in other Watertown Parks & Recreation Department media.

What do I need to do to apply for employment?

The Park and Recreation Department staffs a number of programs each season. In most cases, employees must be at least 16 years of age. If you are interested in working in one of the programs, complete an Employment Application and drop it off at the Recreation office.

What do I do if my group would like to participate in your Summer Concert Series?

Typically, the Recreation Department hosts summer concerts at the Park and Night Out on Main Street events. If your group is interested in performing, submit a demo cd and band information to [wtnspecialevents.hc@gmail.com](mailto:wtnspecialevents.hc@gmail.com).

How do I sponsor or donate toward a special event?

The Parks and Recreation Department has a number of ways an individual or business can donate. Opportunities include, but are not limited to, sponsoring a child to a week of camp, helping to support the Summer Concert Series, or contributing items for our programs and special events. There is always a way to help!

How do I volunteer?

Please contact the Recreation and/or Social Service offices for volunteer opportunities.

How do I start a new program?

If you have ideas for a new program, contact the Assistant Director and discuss your concept with her. A program proposal form can be found on our website.

Who do I contact to report a maintenance problem at a park or playground?

If there is a broken item or maintenance you feel needs to be done, call the Parks Department to report the problem.

My organization or I would like to make an improvement at a local park site. How can I/we find out how to do so?

If you, or your organization, has an idea for an improvement, put that concept in writing and send it to the attention of the Parks & Recreation Director.