



County Commissioners of Kent County, MD

Department of Parks & Recreation



IMPORTANT PROGRAM REGISTRATION AND PAYMENT POLICY CHANGES

~Effective November 23, 2020~

Per COVID-19 Safety Opening Protocols, Policies and Procedures, Kent County Parks and Recreation reserves the right to amend policies and procedures. We thank you in advance for your patience and understanding as we navigate through new policies and procedures to ensure everyone remains safe and healthy. We will continue to assess policies and procedures and may make changes as determined needed that serve the best interest of all facility users. **The following information provides clarification and introduces new policies related to advance registration and payment options and requirements, selecting a specific date of attendance during online registration for the single day play/session/class option and how to register online for a program and select sessions (if applicable) whether registration is for a full season or single day play/session.**

Per COVID-19 Reopening Safety Protocols, Policies and Procedures, for infection control purposes, in order to enter Kent County Community Center patrons must be pre-registered for a program or activity or have an appointment made in advance to register in person, make a payment, sign paperwork, etc. Every entry into KCCC is controlled so Kent County Parks and Recreation (KCPR) staff know who has been in the building and when so that in the event an individual who has been in the building is identified to have tested positive for COVID-19, or is identified to potentially be at high risk for an exposure, the appropriate contact tracing procedures can be followed by the Kent County Health Department.

Advance Registration and Payment Requirements: During KCCC/KCPR COVID-19 operations, participation in all KCPR programs and activities require advance registration. Registration can be completed **online* (nominal processing fee applies when payment is made online during the registration process), in-person (appointment must be made in advance and payment due at time of registration) or in person (paper registration form – general registration form – must be completed for each person being registered and full payment must accompany the registration form).

**Some programs allow online registration to be completed without making payment at the time of online registration. If the program allows it, a payment plan option will be visible on the payment screen and this means that payment is not required to be made at that time. Should a patron elect to pay later, payment must be made within three days of registering online, but no less than three days from the program date/date of attendance. An appointment must be made to make payment in-person.*

Recently, KCPR accommodated several patrons with appointment times immediately prior to the start of programs so that they could also attend the program shortly after registering and or making payment. Although we will continue to make all reasonable efforts to reduce the number of times patrons have to visit KCCC before the day the program starts, KCPR will no longer schedule appointments for registration or payment within one hour of a program's start time. KCPR will continue to accommodate same day payment (advance registration requirement applies, and online registration is highly recommended) and pending maximum enrollment limits and or building capacity limits have not been reached). ***The following same day payment on the day of participation policy is effective Monday, November 23:***

- On the day of a program or activity, if a patron has completed online registration but has not made payment, the patron is permitted to attend the program, however, the patron will be required to wait until all other pre-paid program participants are processed for building entry (health screening and assessment)

before they are then permitted to finalize payment (*this will delay a participant being able to start the program on time*). Program participants who have fully completed registration including payment will have priority for building entry, with participants who have not fully completed registration (made payment) being required to wait outside until all others are processed. Should a program participant decide to make an appointment on the same day of the program (at least a full hour or more required) or another day in advance, an appointment will be accommodated.

Date Selection for Single Day Play (Adult Sports) and Single Class Pay (Fitness Classes): ActiveNet (our online registration program) has been unable to offer a resolution for patrons to be able to select a specific date of attendance for one day drop-in play/class. ***The following advanced registration and payment for single session/class participation policy is effective Monday, November 23:***

1. After advance registration has been completed, KCPR will receive an enrollment notification via email. The enrollment notification will indicate if payment was made in full or if a payment plan was selected to be paid later.
2. During normal administrative staff business hours on the day of enrollment (whenever possible) or the next business day, KCPR will contact the registrant via email to request the specific date of attendance. If a patron enrolled for more than one day, KCPR will request multiple dates of attendance (one for each enrollment).
3. KCPR will record the date(s) of enrollment on the enrollment notification received via email which will then be filed with the program's registration/attendance information at the front desk. The enrollment with the specific date will then be defined as a "session voucher" for the specific date(s) confirmed to KCPR staff.
4. On the program date selected to attend, after building entry, the program participant must advise front desk staff of their session voucher that is on file for their attendance. Once attendance is recorded for the day, the voucher will be marked null and void and becomes invalid for future use. Should a program participant learn they cannot attend the program on the original date advised to KCPR, no later than the original date scheduled to attend, it is the program participant's responsibility to contact KCPR at 410-778-1948 or info@KentParksAndRec.org to request the session voucher to be transferred to a new date. Session vouchers that are not requested to be transferred by the end of the day originally scheduled to attend will become null and void and cannot be used on a new date. KCPR will acknowledge receipt of a request to transfer the session voucher no later than the next business day for requests made via email.

How to Register Online and Select Sessions for Pickleball Programs (Single Day Play and Season Packages):

~Please follow the steps outlined below to register online for Pickleball~

If you need assistance selecting multiple sessions for different days, please call 410-778-1948 during administrative business hours (8:30 am – 4:30 pm, Monday – Friday) or you may schedule an appointment to register in person.

Weekday Morning/Afternoon

1. Visit <https://apm.activecommunities.com/kentparksandrec/Home#>
2. If you already have an account, click "Sign In" and enter a login and password.
 - a. **If you do not have an account, click "Create an Account", and complete the information requested.**
 - b. If you already have an account, and need password reset assistance please call 410-778-1948 or email info@kentparksandrec.org.
3. After logging in account please select "start" located at the top left corner of the page.
4. Scroll down to the "Search Bar" and type "Weekday Pickleball" and click "search".
5. Scroll down and select "Weekday pickleball" and click "Add to Cart".
6. Select yourself as participant and click "next".
7. Scroll down and select desired session(s) and click "next".
8. Answer each question and click "next".

9. At the “fees” page select “Pay in full” or “use payment plan option”(if you select payment plan option you must submit payment in-person or by mail within (3) days of online registration, but no less than (3) days from the program date).
10. After you have selected a payment option click “proceed to shopping cart”.
 - a. If you would like to register for another session and day, click “Add to Cart & Continue shopping” and repeat steps 2 through 7 as many times needed for the number of sessions desired.
11. At the Shopping cart page, read wavier and check the box “I have read and agree to wavier” to acknowledge you have read it and understand it.
12. After accepting the waiver click “check out”.
13. Complete payment information, select a billing address and click “Pay now”.

Evening

Follow the same steps for registering for the Weekday Morning/Afternoon program.

Saturday

Follow the same steps for registering for the Weekday Morning/Afternoon program.

Single Day Play

1. Visit <https://apm.activecommunities.com/kentparksandrec/Home#>
2. If you already have an account, click “Sign In” and enter a login and password.
 - a. **If you do not have an account, click “Create an Account”, and complete the information requested.**
 - b. If you already have an account, and need password reset assistance please call 410-778-1948 or email info@kentparksandrec.org.
3. After logging in account please select “start” located at the top left corner of the page.
4. Scroll down to the “Search Bar” and type in “Pickleball” and click “search”.
5. Scroll down and select one of the following options “Single Day Pay Weekday Morning/ Afternoon Pickleball”, “Single Day Pay Evening Pickleball” or Single Day Pay Saturday Pickleball” and Click “more”.
6. Scroll through the different options for program days and times and select the desired session (session 1 or 2 and day of the week).
7. Click “Add to Cart”.
8. Select yourself as participant and click “next”.
9. Answer each question and click “next”.
10. Once you have reached the “fees” page select either “Pay in full” or the “use payment plan option” (if you select payment plan option you may register online then submit payment in-person or by mail within (3) days of online registration, but no less than (3) days from the program date).
11. One you have selected a payment option click “proceed to shopping cart”.
 - a. If you would like to register for another session and day, please click “Add to Cart & Continue shopping” and repeat steps 4 through 7.
12. After reading the waiver, check the box “I have read and agree to wavier” to acknowledge you have read it and understand it.
13. After accepting the wavier, click “check out”.
14. Complete payment information, select a billing address and click “Pay now”