

General Information and Policies

How to Register:

1. If you do not already have an account on PembrokeRec.com, make a new account on by clicking on the [Create New Account](#) button. Your new account will provide us with emergency contacts, allergy/medical info & more so we can serve you better. Don't forget to enter your cell number with the carrier so we can text you with any last minute changes. Be sure to then add all the members of your household into the account. Your new household account will provide you with registration history, financial history and much more.
2. Click [Choose Member](#) then select a member from the list that appears. This will allow you to add activities to the cart for that member of your household.
3. Click [Change Member](#) to add activities to the cart for another member in the household
4. Click [Check Out](#) to review your shopping cart, and then continue to move forward with your order.
5. Choose [Pay Online](#) or [Create a Registration Form](#) and follow the steps.

A computer is available at the Recreation Office during office hours to register for activities. If a Recreation Staff person sets up your account and registers your child for a program you will be required to sign a paper waiver.

If a program is full...you may or may not be able to register for the waitlist online. If you mail-in your registration and the program is full, you will be notified and added to a waitlist unless you wish to withdraw your registration. If not added to the program, your payment will be returned to you (if paid by check) or refunded if paid by cash or credit card.

Non-Resident Registration

Most recreation programs are open to non-residents. If there is a different rate for non-residents, it will be noted in the activity details.

Refund Guidelines

Our programs are supported by participant fees. If you need to cancel from a program you must do so within 10 business days before a program begins for a refund minus the registration fee. Refunds will not be granted after the start of the second class except for medical reasons with a doctor's note. Requests for refunds must be in writing with a short explanation including a copy of the cancelled check. If no cancelled check is presented, refunds will not be processed until 30 days after the date it was deposited. Refunds may take 3-4 weeks for processing. Canceled classes due to low enrollment will be fully refunded. Refunds will be issued in the form of a check if your payment has already been processed. We will not credit your credit/debit card for refunds.

If you withdraw from a program for which the Recreation Department has incurred expenses on your behalf, any refund will be reduced by the amount of expenses incurred.

There are no refunds on trips unless a replacement can be found.

A registration fee of \$10.00 will be retained per person, per program.

E-mail & Phone

Please keep your e-mail address and phone number for text alerts updated as most of our communication for program cancelations, changes, etc. is done via e-mail text message notifications.

Photo Policy

Unless otherwise notified in writing, the Pembroke Recreation Department reserves the right to photograph program participants for publicity purposes for flyers, brochures, and our web page.

Code of Conduct

Proper behavior by all program participants is expected at all times. Participants shall show respect to peers and staff, refrain from foul language, and be respectful of equipment, supplies, and facilities. The Recreation Department reserves the right to terminate individuals who cannot exhibit proper behavior.

Returned Checks

Please note: There is a charge of \$25.00 for any returned check.

ACH Reject Fee (Debit)

Please note: There is a charge of \$25.00 for any ACH Rejection.

Chargeback Fee (Credit)

Please note: There is a charge of \$25.00 for any Chargeback.

Credit Card Policy: Activities may be paid for at checkout by credit card. Payment is processed immediately. We do not provide information to 3rd parties.

Credit Card Refund Policy: In the event of cancellation, your account will be issued a household credit if you have an outstanding account balance, or a refund will be issued if you do not have an outstanding balance. Please refer to the "Refund Guidelines".

Late Fee: Two of our advanced programs (After School & Summer Happenings Day Programs) that allow participants to enroll for extended times and also allow for payment schedules. If payments are not received according to the schedule a late fee will be assessed.