



### **Is this your first time participating in a recreation program?**

Visit [www.middlestownct.gov/webtrac](http://www.middlestownct.gov/webtrac)

- Create an account for your household & all family members
- All NEW households will default to nonresident status.
- Please email [rec@middlestownct.gov](mailto:rec@middlestownct.gov) with proof of residency to update your status
- Select the family member & activities you'd like
- Click "add to cart" located next to activity description
- Click "enroll now" to begin checkout process
- Submit payment with a debit/credit card. We accept Visa and MasterCard

### **Registered previously but cannot recall log-in information**

- Call our office to have your log-in information emailed to you
- Be prepared to confirm your email address
- Visit [www.middlestownct.gov/webtrac](http://www.middlestownct.gov/webtrac) and log in using your information
- Select activities by clicking "add to cart" next to activity description
- Submit payment with a debit/ credit card. We accept Visa and MasterCard
- Three ways to register: in person, by mail or online at <https://webtrac.middlestownct.gov/>

It is the participant(s) and/or parent(s)/guardian(s) responsibility to have knowledge of and to adhere to our policies. By signing our Registration Forms you agree to and accept our policies. Unless otherwise noted, many of our programs are open to nonresidents.

### **PAYMENT**

We accept cash, check, money orders, Visa, and MasterCard.

You are only registered for programs that are paid in full at time of registration.

### **ELECTRONIC VERSIONS**

You can find the most updated brochure, copies of all forms, and register online on the city's website [www.middlestownct.gov/recreation](http://www.middlestownct.gov/recreation). For printable copies of forms, click "Registration Information".

## **PROGRAM CHANGES/CANCELLATIONS**

Registration changes must be done in writing at least one week before the program begins.

You may do so in one the following manners

- Email [rec@middletownct.gov](mailto:rec@middletownct.gov)
- Mail or drop off the changes to 61 Durant Terrace.
- Or drop off using our mail box by the front entrance.
- Fax the changes to the Recreation Office at 860.344.3319
- \$25 Cancellation Fee will be charged for all refunds. BUS TRIPS ARE NONREFUNDABLE.

It is the intent of our department that all participants enjoy their participation in our programs. We do not allow refunds after a program starts or for circumstances beyond the control of the department (i.e. weather, equipment failure, illness). Refund information and deadlines are different for some programs, depending on the start date. If Recreation cancels a program and a suitable program for a participant cannot be found, the full fee will be refunded.

## **PHOTOGRAPHS**

Photographs may be taken of participants for the purpose of promoting or advertising for our department.

## **EMAILS**

We contact most of our participants via email. Please provide us with a valid email when registering.

## **REGISTER EARLY**

Register early! Programs may be cancelled if we have low enrollment.

Nothing cancels a program quicker than waiting to the last minute to register.

## **OVER OR UNDER ENROLLMENT**

Most programs have minimum and maximum enrollments. Programs that do not reach a minimum size will be cancelled. A waiting list will be established for fully enrolled programs and additional sections may be added.

For the most up to date version of our brochure please visit our website

<https://www.middletownct.gov/recreation>

