

# When and How to Register!

# Registration Info for Classes

## Arlington Resident Registration



### Web

Resident Online Registration Begins @ Noon for All Days:

Gymnastics: Tues., Aug. 9  
Aquatics: Wed., Aug. 10  
Nature/History: Thurs., Aug. 11  
General Classes: Thurs., Aug. 11

Go to: [registration.arlingtonva.us](https://www.arlingtonva.us)  
Pay by e-check or credit card.



### Phone-In

Resident Phone Registration Begins @ Noon for All Days:

Gymnastics: Tues., Aug. 9  
Aquatics: Wed., Aug. 10  
Nature/History: Thurs., Aug. 11  
General Classes: Thurs., Aug. 11

Credit cards only (Visa, Discover and MasterCard). We no longer accept American Express or process faxed registrations.

Have class numbers ready before calling 703.228.4747 (voice) option 1 or 711 (TTY), Monday-Friday, 8am-5pm



### Walk-Ins

Resident Walk-in Registration Begins Fri., Aug. 12 @ Noon



### Mail-In

Resident Mail-In Registration Processing Begins @ Noon:

Gymnastics: Tues., Aug. 9  
Aquatics: Wed., Aug. 10  
Nature/History: Thurs., Aug. 11  
General Classes: Thurs., Aug. 11

Complete Registration Form and mail anytime to 300 N. Park Drive, Arlington, VA 22203. If the course is scheduled to meet within seven days, call or carry in the registration. Forms must be received by 5pm on Aug. 8 in order to be processed in the random draw beginning at noon next day. Please note that submitting a form in person does not guarantee space in a class. Forms received after deadline will be processed in the order received, after all random-draw forms have been processed. Please do not mail in a form if you plan to register online. Our staff cannot process registrations in your account while you are logged in, and your registration will not be processed and they will move on to the next registration.

## Out-of-County Registration

Begins Wed., Aug. 17 @ Noon

Residents outside of Arlington County pay \$20 more than the listed fee.

### INTERNATIONAL REGISTRATIONS

For security reasons, our registration system does not allow for connections outside the United States. If you know you will be traveling internationally during our registration period and would like to register for a class or two, please contact the Department of Parks and Recreation (703.228.4747) in advance, or mail in a registration form for processing.

**ONLINE REGISTRATION PROCESS** - You must have an account to register online. New customers: visit [registration.arlingtonva.us](https://www.arlingtonva.us/registration) to establish an account. Confirmations are sent via email or mail, the day they are processed. If you already have an account: You will need your ID & password. If you know your household ID, you can use the automated ID/password reminder function on the online registration system. If you have forgotten your user ID and password, contact the main registration office (703.228.4747 option 1 or [registration.arlingtonva.us](https://www.arlingtonva.us)). Please ensure that your contact information is correct—we use it to communicate important program announcements (if a spot becomes available in a waitlisted class, if a class gets cancelled/added, etc.)

**TECHNICAL PROBLEMS** - Idle web sessions time out after 5 minutes. If your session times out or, you logout, ALL pending registrations in your households are removed. Please have only one computer logged into your household account when you are registering. If you experience a technical problem, please submit an incident review at [forms.office.com](https://forms.office.com) within 3 days of the registration day. All incident review requests will be compiled and reviewed within 10 business days.

**WAITLIST** - Once a class has reached maximum capacity, you may enroll in a waitlist. We do use waitlists to expand capacity in current or future programs. Once a spot becomes available, you will be contacted via email or phone (the information that we have on your household account) and will be given up to 24 hours to respond before the next person on the wait list is offered the available spot. Wait listed participants can be contacted starting a week after first day of registration and up to the start of the second class. After the second class, all waitlists are voided. If the first class has already started, fees will not be prorated for past classes (you will be charged the full price) and there is no opportunity to cancel or transfer after the first scheduled class. Being on the wait list does not guarantee enrollment.

**HOLD HARMLESS AGREEMENT** - All participants need to sign one at the time of registration or the first day of class. Adults must sign for children. Refusal to sign this agreement will prohibit participation in the program.

**FEES** - Payment is required at the time of registration. Checks or money orders are payable to Treasurer, Arlington County. The registrant's name, address and phone number must appear on each check. Pursuant to Arlington County Code, an assessment fee of \$50 is charged for a returned check, this includes returned eCheck payments made online. Acceptable charge payments are VISA, MasterCard or Discover. Arlington residents 55 and over receive a 30% discount on the fee shown in the Enjoy Arlington catalog unless otherwise stated.

**PLEASE NOTE:** If you have a balance on your household account, you will be unable to register for future enrollments and possibly have a temporary block placed on your account. Please contact the Department of Parks and Recreation at 703.228.4747 or [registration.arlingtonva.us](https://www.arlingtonva.us) prior to the next registration.

**REDUCED FEES** - Class fee reductions are available on a sliding scale based on household income and size. Annual income verification is required. For application qualifications, guidelines and procedures, call 703.228.4747

option 1 or go online—<https://www.arlingtonva.us/Government/Departments/Parks-Recreation/Programs/Fee-Reductions>—to apply. Fee reductions are not applicable to all programs and you must be approved before registering for a class, camp or program. No retro fee reductions, which means we will not adjust your fees if you apply for a fee reduction after you have already registered for classes.

**REFUNDS** - No refund fees are charged for cancellations until after 8am Aug.17; after this date, all refunds will be assessed a \$20 cancellation fee, per class cancelled. Deadline for all cancellations is 48 hours after the scheduled first class by calling 703.228.4747 option 1. No refunds, credits or transfers after deadline. No refunds or credits if participants are unable to attend a class or one session class or workshop. Per your request, credit card charges will be refunded directly to the credit card. Full refunds will be processed within 30 days when classes are canceled by Department of Parks and Recreation due to insufficient enrollment or other unforeseen reasons, or upon request when schedule or location changes made by Department of Parks and Recreation prohibit or limit your attendance. Refunds for medical reasons must be accompanied by a physician's note and shall be considered on a case by case basis. Check refunds may take longer to process. If you choose a household credit, you should use it for other programs within one year. We are required by Virginia law to turn that credit over to the state if you have not given us explicit direction on what to do with the credit.

**REQUESTING MODIFICATIONS** - Arlington County is committed to providing accessible programs to all of our participants. If you require a modification for a disability, please call 703.228.4740 or email [TRinfo@arlingtonva.us](mailto:TRinfo@arlingtonva.us). Advanced notice is welcome.

**CHANGES, CANCELLATIONS AND CLOSINGS** - Classes may be cancelled for a variety of reasons: low enrollment, on County holidays, in case of storms or other dangerous conditions, or at the discretion of the instructor. County-wide cancellations will be broadcast online at [arlingtonva.us/parks](https://www.arlingtonva.us/parks), Facebook, Twitter, eNews, Channel 74 (Comcast Cable) and at 703.228.4715. You may also be notified by email. Please keep your household contact information up to date as we use this information to contact you directly if classes are cancelled. We will contact you one-week prior to the start date if a class is canceled due to low enrollment. Due to the early publication deadline, instructors may be changed before classes begin.

**AGE EXCEPTIONS** - Exemption requests to the ages listed in the catalog must be received by the Program Staff in writing one week prior to the first day of registration. Verify the dates of birth of all registrants prior to registration. Do not enter an incorrect date of birth to bypass an age restriction. Participants who fall outside the age requirements for a class will be removed without refund. Administrative fees may apply.

- Age exemption requests may take up to 5 business days for a response.
- Approved age exemptions will not be eligible to register online.
- Age exemptions are required for any participant who falls outside of the age range
- Age exemptions are reviewed on a case-by-case basis and are not always approved.

## Find Out if You Qualify for a Fee Reduction

### Current Processing Locations:

Fee reductions can be processed at these locations, but not registrations.

**Fairlington Community Center**  
3308 S Stafford St., 22206  
Closed on Tuesdays

**Langston-Brown Community Center**  
2121 N Culpeper St., 22207  
Closed on Thursdays

**Madison Community Center**  
3829 N. Stafford St. 22207  
Closed on Fridays

**Thomas Jefferson Community Center**  
3501 2nd St. S., 22204

**Barcroft Sports + Fitness Center**  
4200 S. Four Mile Run 22206

**Arlington Mill Community Center**  
909 S. Dinwiddie St. 22204

**Gunston Community Center**  
2700 S. Lang St. 22206

**Walter Reed Community Center**  
2909 16th St. S. 22204

## The Arlington Parks and Recreation Call Center 703.228.4747 is your one-stop-shop for registration and facilities scheduling needs.

The new system informs you of your place in the queue during high volume times, provides more agents available during peak times, and gives Spanish speakers direct access to assistance. For registration services press 1.

# Registration Form

## Mail-In Registration

You need an account number to use the mail-in option. Processing dates are first come, first served, following eligibility criteria for registration dates. Submitting this registration form does not guarantee space in a class. Please note: If you have a balance on your household account, you will be unable to register for future enrollments. Please contact the Department of Parks and Recreation at 703.228.4747 or [registration@arlingtonva.us](mailto:registration@arlingtonva.us) prior to the next registration.



### 1. Account Information

Parent/Guardian Name \_\_\_\_\_  
Account Number \_\_\_\_\_  
E-Mail \_\_\_\_\_  
Phone Number \_\_\_\_\_

### 2. Participant(s) Registration

Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Gender: \_\_\_\_\_  
Need modification for disability?      Yes      No  
**1ST CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_  
**2ND CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_  
**3RD CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_

Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Gender: \_\_\_\_\_  
Need modification for disability?      Yes      No  
**1ST CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_  
**2ND CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_  
**3RD CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_

Name: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_  
Gender: \_\_\_\_\_  
Need modification for disability?      Yes      No  
**1ST CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_  
**2ND CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_  
**3RD CHOICE**  
Class Name \_\_\_\_\_  
Activity #: \_\_\_\_\_  
Days: \_\_\_\_\_  
Time: \_\_\_\_\_  
Location: \_\_\_\_\_  
Fee: \_\_\_\_\_

### 3. Payment

Send this form with payment to:  
**Department of Parks and Recreation  
Administrative Services Office  
300 N. Park Drive  
Arlington, VA 22203**

*NOTE: Payment for these classes are due by 5pm, the day of this enrollment. If staff are not able to reach you for payment, or you do not pay your balance due online directly, your enrollment will be cancelled.*

#### Check here if you wish to pay by check or money order

You can pay by e-check online or include a check or money order with your registration form. Checks and Money Orders should be made payable to Treasurer, Arlington County. For security purposes, check and money orders will be processed upon receipt, for the amount of your enrollment and the amount added as a credit on your account until your registration is processed. If you are waitlisted for a class and would like a refund, please call the Administrative Services at 703.228.4747

#### Check here if you wish to pay with a credit card online

Upon successful enrollment, a receipt will be sent to your email address on file. You can then sign-on to your account online and pay the balance due

#### Check here if you would like a member of our staff to contact you for payment