

# Six Easy Ways to Register—Please note these procedures!

## 1. ON-LINE REGISTRATION (credit card / household balance only)

Registration begins on **Monday, February 22, at 8 a.m.** for residents. Non-residents may register beginning **Monday, March 1, at 8 a.m.** The City of Kettering encourages patrons to login to the system ([www.ketteringoh.org](http://www.ketteringoh.org)) prior to **Monday, February 22**, to verify household information (address, residency status, family members). Your residency classification is based on your status as of your last enrollment or pass registration. To modify your information, please contact the registration staff at the Kettering Recreation Complex (296-2587), Rosewood Arts Centre (296-0294) or Lathrem Senior Center (296-2480). Keep in mind: registrations will not be permitted until the above-stated dates. If you experience trouble using the system, please contact the Kettering Recreation Complex staff at 296-2587.



## 2. MAIL-IN (check / credit card / money order /household balance)

Mail-in Registration begins as soon as you receive this brochure. Simply fill out the registration form included in this brochure, include payment or credit card information, and mail to:



### CLASS REGISTRATION

Kettering Parks, Recreation & Cultural Arts Dept.  
2900 Glengarry Drive  
Kettering, OH 45420

### CLASS REGISTRATION

Rosewood Arts Centre  
2655 Olson Drive  
Kettering, OH 45420

### CLASS REGISTRATION

Kettering Fitness & Wellness Center  
3351 Shroyer Road  
Kettering, OH 45429

All resident registrations received on or before **Thursday, February 25**, will be entered on **Friday, February 26**, the first day of processing. City of Kettering residents will be given preference until **Monday, March 1**. All registrations (resident and non-resident) received after **March 1**, will be processed by date received.

## 3. DROP-OFF (check / credit card / money order / household balance)

Registration drop boxes will be available at the Kettering Recreation Complex and Rosewood Arts Centre for those who wish to drop off their registrations instead of using the mail. Drop-off registrations will be handled just like those that are mailed.



## 4. FAX (credit card / household balance)

Complete the registration form, include payment information and fax the form to the Kettering Recreation Complex (937) 296-3297 or Rosewood Arts Centre (937) 296-3289. Faxed registrations will be processed on exactly the same schedule as the registrations that are mailed in or dropped off. **Note: See below for validating residency status.**



## 5. WALK-IN (cash / check / credit card / money order / household balance)

Starting **Wednesday, March 3**, you may register in person at the front desk of the Kettering Recreation Complex or Rosewood Arts Centre during regular business hours:

**KRC:** Mon. - Sat., 9 a.m. - 9 p.m.  
Sun., 11 a.m. - 5 p.m.

**Rosewood:** Mon. - Thurs., 8 a.m. - 9 p.m.  
Fri., 8 a.m. - 6 p.m.  
Sat., 9 a.m. - 3 p.m.

**KFWC:** Mon. - Sat., 9 a.m. - 9 p.m.  
Sun., 11 a.m. - 5 p.m.



## 6. PHONE (credit card / household balance only)

When phoning in your registration, we ask that you have the following information ready for the operator:

1) preferred classes and correct levels; 2) alternate classes; and 3) credit card number. **Note: In order to receive resident rates on a phone-in registration, you must have a current resident I.D. card or activity pass.** Phone-in registration will begin on **Monday, March 5**, during normal business hours:

**KRC:** 296-2587  
Mon. - Sat., 9 a.m. - 9 p.m.  
Sun., 11 a.m. - 5 p.m.

**Rosewood Arts Centre:** 296-0294  
Mon. - Thurs., 8 a.m. - 9 p.m.  
Fri., 8 a.m. - 6 p.m.  
Sat., 9 a.m. - 3 p.m.

**KFWC:** 293-4FIT (4348)  
Mon. - Sat., 9 a.m. - 9 p.m.  
Sun., 11 a.m. - 5 p.m.



*The Spring Activities Guide is now available at our facilities.*

— PLEASE NOTE THIS IMPORTANT INFORMATION! —

**On-Line  
Registration  
Begins Monday,  
February 22,  
for Kettering  
Residents!**

## HOW TO PROVE "RESIDENT" STATUS

People who live within the Kettering city limits or work at a business within the Kettering city limits pay Kettering taxes. As such, these people are considered "residents" for registration and fee purposes. (Please see "Fair Share Policy" on page 6.)

In all other cases, you will be expected to provide adequate validation of your "resident" status in order to receive the resident rates. To do so, please provide a copy of one of the following when registering by mail, drop-off or fax:

- your driver's license; or
- a pay stub showing tax base with a driver's license

When registering in person, you'll need to show us one of these items. Failure to provide adequate proof of residency will result in your being charged the non-resident rate, and your family will be processed as non-residents.

## RESIDENT STATUS

The Resident Card has been designed to identify resident and non-resident users. To receive resident rates when attending drop-in and/or daily admission activities or registering for a program, Kettering residents or a person working in Kettering must produce identification. The following sources of I.D. must be presented:

### *Living in Kettering:*

- A valid Kettering Recreation Complex resident card
- A valid Ohio driver's license with Kettering address
- Current utility bill with Kettering address, accompanied by a valid photo I.D.
- Checkbook with Kettering address, accompanied by a valid photo I.D.

### *Working in Kettering:*

- Pay stub showing your name and listing a Kettering business address, accompanied by a valid I.D.
- A valid business photo I.D. with your name and a Kettering business address.

### *Youth (defined as persons 17 or younger):*

- Accompanied by an adult who holds any of the above-mentioned identifications.
- Any youth holding a driver's license or state I.D. with a Kettering address.

**NOTE:** Children 8 years old and up should purchase a resident I.D. card.

With proper identification, a Resident Card can be purchased. The Resident Card will provide quick identification at Parks, Recreation and Cultural Arts facilities or programs and identify them to be entitled to the Kettering resident fee. The photo Resident Card is valid for two years from date of issue and may be purchased at the Kettering Recreation Complex, 2900 Glengarry Drive, 296-2587, for \$5 per individual or \$20 per family. The Resident Card applies to the following drop-in and/or daily admission fee activities:

- Art Studios
- Drop-In Basketball
- Drop-In Exercise
- Drop-In Fitness Room
- Drop-In Volleyball
- Drop-In Youth Programs
- Pottery Studio
- Skating
- Swimming
- Walking/Running Track

## FEES

Full payment for classes must be made at the time of registration. Resident fees are for those participants who either live or work within the Kettering city limits. Program fees for non-Kettering residents will be an additional 25 percent or \$5, whichever is greater (not to exceed \$10). Fees will be refunded if a class is full.

## PAYMENT METHODS

The City will accept cash, personal checks, credit cards (Visa, MasterCard and Discover) and money orders for the payment of fees. Please note which of these forms of payment is acceptable for the method of registration you choose. The City cannot accept any debit cards for payment. The City will charge a \$25 service fee for all checks not honored for any reason by the bank. Checks should be made payable to: *City of Kettering.*

## CONFIRMATION

Once we have processed your registration, we'll mail you a confirmation showing which classes you are enrolled. If we were unable to place you in a class, the fee for that class will be placed in your family's household account as an account credit, and this, too, will be noted on your confirmation. You may:

- use the credit for future courses; or
- request a full refund. All refunds will be paid by City check; please allow two weeks for processing.

## WAITING LIST PROCEDURE

Waiting lists are a source of contact and do not guarantee you'll receive a call back. You'll receive a call back only if a space becomes available. If you ask to add your name to a waiting list for a closed class, it:

- Gives us a name and phone number in the event of a cancellation.
- Supplies us with names and phone numbers in case a new class is added.
- Does not limit you from registering for any other open classes.

## LATE REGISTRATION

Late registrations will be accepted prior to the second class meeting. After the second class meeting, no registrations will be accepted. Individuals registering late will be required to pay the total class fee.

## REFUND POLICY — OUR COMMITMENT TO YOU

We strive for positive experiences and excellence in everything we do. All refunds will be made according to the following guidelines.

If you have attended one of our classes or purchased a pass and are dissatisfied, call us. We will offer a prorated refund.

If you were unable to attend a set of classes, we will try to transfer you to another section. Otherwise, we will offer a 50% household credit of the class price.

Special consideration will be given for life altering situations.

All refunds will follow the Finance Department's bill-paying schedule and be issued by City check. There will be no cash refunds or credit card refunds.

## NOTICE TO PARTICIPANTS

Participants must recognize that all classes/activities of a physical nature involve some risk and by registering for a class/activity of this nature, there is an assumption of risk by the participant. The City of Kettering Parks, Recreation and Cultural Arts Department is dedicated to providing safe facilities and equipment for all participants, as well as qualified staff. Every effort is made to ensure the safety of the participants and to provide them with first-class recreational activities, facilities and parks. In the event of a serious accident or illness, it is the policy of the City of Kettering to:

- Contact the Kettering Fire Department Paramedics to perform first aid and, when necessary, recommend transport of the victim to a hospital; and
- Reach the parent or guardian as soon as the situation allows.