

## **THINGS TO KNOW ABOUT ONLINE REGISTRATION**

### **WebTrac will allow everyone:**

- ✘ To browse our activity listings
- ✘ To search for activities by: type, age range, location, and other criteria.
- ✘ To lookup details about any activity, (e.g. prices, dates, times, locations, or even current enrollment numbers).

### **WebTrac will also allow households that are already established in our registration database to do the following:**

- ✘ Enroll for most of our classes and activities
- ✘ Check on class availability
- ✘ Be added to a waitlist if an activity is full
- ✘ Print a transaction history
- ✘ Reprint old receipts
- ✘ Print Child Care Statements for Tax Purposes

### **PLEASE NOTE:**

- ✘ All registrants will be considered either a RESIDENT OF THE CITY OF NEENAH or a NON-RESIDENT. An increased non-resident fee will only be assessed for programs at the Neenah Pool (lessons & season passes) (Residency is based on the city or town you pay taxes to NOT NECESSARILY what your mailing address indicates).
- ✘ **NEENAH POOL DISCOUNT SEASON PASSES & COUPONS WILL NOT BE AVAILABLE ONLINE.** (You must come into the office to buy these, they have to be physically handed to you, you can not print them out online.)
- ✘ Resident/Non-resident registration dates will still be observed for online registration. A resident is a household within the corporate city limits of Neenah.

### **The system will NOT allow you to:**

- ✘ Register individuals from other households.
- ✘ Register children who do not meet the specific requirements for a class. For example, if a minimum age requirement for a Tumbling class is 4 years old it will not permit you to register a 3 year old regardless if you have permission from our office. There is no way to over ride this registration software online so you will need to register in person.
- ✘ Refund a class. If you need a refund please contact Parks and Recreation Department [parkrec@ci.neenah.wi.us](mailto:parkrec@ci.neenah.wi.us) or (920) 886-6060. You must cancel a class 48 hours before it starts to receive a refund (-\$5.00 the original fee).
- ✘ Transfer to another class. If you accidentally signed up for the wrong class, or decide to change a class, please contact the Parks and Recreation Department [parkrec@ci.neenah.wi.us](mailto:parkrec@ci.neenah.wi.us) or (920) 886-6060