

# REGISTRATION INFORMATION

for Montgomery Parks AND Montgomery County Recreation



## 3 WAYS TO REGISTER

### 1. ONLINE- Credit Card payment only

Register 24 hours a day, seven days a week for all activities at [www.ActiveMONTGOMERY.org](http://www.ActiveMONTGOMERY.org).

### 2. BY MAIL- Check payment only

Fill out and sign the registration form and mail it to: ActiveMONTGOMERY • 2425 Reddie Drive • 10<sup>th</sup> Floor • Wheaton, MD 20902

### 3. IN PERSON\*- Cash, check and credit card

Stop by Montgomery County Recreation Administrative Office  
2425 Reddie Drive, 10<sup>th</sup> Floor, Wheaton, MD 20902 (M-F, 9:30 a.m.-4 p.m.) or visit Montgomery Parks locations offering activities that require registration. See the Parks "Facility Directory" for these locations.

**\*Due to COVID-19 restrictions, please visit our websites for the most up-to-date information before heading out.**

## CREATE YOUR NEW Account TODAY!

Your ActiveMONTGOMERY account will replace both your ParkPASS (Parks) and RecWeb (Recreation) accounts. Use ActiveMONTGOMERY.org to register for activities (courses, camps, etc.); to reserve community centers, park activity buildings, and other facilities.; and to purchase memberships offered by Montgomery Parks and Montgomery County Recreation. Visit the website for more information.

## WITHDRAWALS & REFUNDS

Withdrawal Time Frame	Withdrawal Reason & Method	Refund Amount	Refund Form
Any	Activity Canceled by Parks or Recreation	Full or Pro-rated Refund	Refund may be applied to customer's ActiveMONTGOMERY account; or returned in same form as payment rendered.
At least 5 (five) business days before activity begins	Any reason, ONLINE	Full Refund	<p>If payment was made by credit card...Refund will be applied to credit card.</p> <p>If payment was made by check, cash, or money order...Refund will be applied to customer's ActiveMONTGOMERY account.</p>
	Any reason, IN PERSON	Full Refund	<p>Activity fee is \$25 or less...Refund will be applied to customer's ActiveMONTGOMERY account.</p> <p>Activity fee is \$26 or more...Refund may be applied to customer's ActiveMONTGOMERY account, or refund may be requested.</p>
Less than 5 (five) business days before activity begins	Any reason, IN PERSON For Parks: At the hosting facility For Recreation: At Recreation HDQ No withdrawals may be made ONLINE less than five days before activity begins.	Refund Less \$25 Withdrawal Fee	<p>Activity fee is \$49 or less: Refund will be applied to customer's ActiveMONTGOMERY account.</p> <p>Activity fee is \$50 or more: Refund may be applied to customer's ActiveMONTGOMERY account, or customer may request a refund.</p>
For classes/sessions missed by participant	No refund of any type will be issued		
After second session/class of activity has met			
After the final session of activity has met			



## PAYMENT INFORMATION

- Full payment must be made at time of registration. Do not submit registrations and/or payments to Parks or Recreation instructors.
- For Montgomery County Recreation activities, non-county residents and City of Gaithersburg and City of Rockville residents must pay an additional \$15 per activity per participant. This fee does not apply to Montgomery Parks activities.
- CHECKS & MONEY ORDERS**
  - Make checks and money orders payable to ActiveMONTGOMERY.
  - Checks and money orders must include name, address, and phone number.
  - If your check is returned unpaid, your account will be debited for the original check amount, and electronically or via paper and a returned check fee of \$35.
  - Please allow 2 weeks to receive a refund by check.
- CREDIT CARDS:** Visa, Mastercard, American Express and Discover are accepted.
- Montgomery Parks and Montgomery County Recreation reserve the right to pursue all available options to collect any funds owed as a result of a dishonored check or credit card, charges incurred due to unsubstantiated credit card disputes, or any outstanding debt.

The withdrawal and refund policies above pertain to all Parks and Recreation activities and rentals, unless otherwise noted in the activity description or facility rental agreement.