

# POLICIES

## RECREATION AND PARKS PROGRAM GUIDE

### COMMUNITY CENTER HOURS

**Open:** Monday-Thursday 8 a.m.-8 p.m.  
Friday-Saturday 8 a.m. – 5 p.m.  
Sunday Noon – 5 p.m.

### REGISTER ONLINE 24/7

Go to [hilliardohio.gov/registration](http://hilliardohio.gov/registration) and click the “Register” button.

If you are new to Hilliard Recreation and Parks, you must establish a RecTrac account. Within 72 business hours, our staff will verify your residency and activate your account. During this process, patrons will create their own username and password if setting up their account online. RecTrac will automatically create a username and password for patrons setting up accounts in person at the Community Center.

With your existing or newly verified account, go to [hilliardohio.gov/registration](http://hilliardohio.gov/registration) and sign in with your username and password. Find classes by clicking “search” and then select criteria that fit your interests.

### REGISTER SOON

If a program does not have enough registrants one week before the program start date, it may be canceled. Registration in advance is required. Please register soon.

### REGISTRATION DATES

Spring/Summer	Date & Time
General Registration for Residents	Mar. 25 at 9 a.m.
General Registration for Non-Residents	Mar. 28 at 9 a.m.
Safety Town Registration for everyone	Mar. 25 at 9 a.m.

### PAYMENT METHODS

The Recreation and Parks Department does not accept cash. Payments can be made using credit card or check.

### ACCOMMODATION REQUEST

The City of Hilliard promotes inclusion for all our programming, camps, and service options. Contact a Recreation Supervisor to discuss accommodations before enrollment so we can provide the best overall experience for you and your child. If the need for an accommodation arises after a program starts, please contact the Community Center at 614-876-5200.

### CODE OF CONDUCT

Upon entering a City of Hilliard recreation facility and/or participating in a Recreation and Parks Department program, you are agreeing to abide by the rules of the department and any specific rules for programs or facilities. Your cooperation and consideration of this Code of Conduct helps ensure all participants can enjoy our programs, facilities, and parks. The Recreation and Parks Department is committed to providing a safe and welcoming environment for all our patrons and staff.

### FAIR SHARE

The Recreation and Parks Department is largely financed through taxes paid by individuals living or working within Hilliard city boundaries. For that reason, we verify residency annually. Those who are unable to verify that they live or work within Hilliard city boundaries must pay a higher fee. We also delay activating pool memberships until verification of residency or employment is provided. We accept proof of residency or employment in person at our Community Center during normal business hours; via mail at Hilliard Community Center, 3800 Veterans Memorial Drive, Hilliard, Ohio 43026; by email at [recandparks@hilliardohio.gov](mailto:recandparks@hilliardohio.gov); or uploaded to a RecTrac account.

**City Residents (R)** receive the lowest rates. Having a Hilliard mailing address or attending Hilliard City Schools does not necessarily mean you live within city boundaries. We verify residency each year on the Franklin County Auditor’s website. Renters must provide (in person or via email) a utility bill, government-issued ID, or other proof of residency.

**Non-Residents Paying Hilliard Income Taxes** also receive the resident rate. To prove employment, you must provide a valid government-issued ID and one of the following each year:

- A pay stub from the previous 30 days that includes the employee’s full name and current address.
- Proof of employment on company letterhead with the signature of the patron’s supervisor or company president.

**School District/Non-Residents (NR)** are those who neither live nor work within Hilliard city boundaries. These individuals pay a higher, unless the program is held at a Hilliard City School facility.

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## THE NEW RECTRAC APP IS HERE!

We've made it's easier to register for all our great classes and programs!

Download the "Hilliard Recreation & Parks" app to your phone today!



### REFUNDS

**Low Enrollment** If a program/class does not meet the minimum requirement of participants, the class will be canceled and a full refund will be issued to those enrolled.

**General Recreation Program** Any cancellation or request for a refund prior to 10 days of the start of the program/class will result in a full refund. If a cancellation or refund request is needed within the 10-day window of that program/class starting, a 10% processing fee will be charged. If the cancellation drops the program/class below the minimum student enrollment, a refund will not be issued.

**55 Plus** A full refund is issued if registration is canceled before the posted deadline. Refunds less than \$10 are automatically credited to your household account. Trip registrations canceled after the posted deadline are not eligible for refunds unless there is a waiting list and someone is able to take your place.

**Pool Membership** No refunds are issued for pool memberships.

**Summer Rec Camps** Cancellations before May 1 will result in a \$50 processing fee. After May 1, no refunds will be issued.

**Swim Lessons** Refund requests and/or transfers must be submitted in writing at least seven days in advance of the first class to [parks6@hilliardohio.gov](mailto:parks6@hilliardohio.gov). Refunds may reflect a \$5 processing fee and are granted only for medical restriction, approved hardship, or relocation outside of a 25-mile radius of the Community Center. Documentation is required.

### MILITARY DISCOUNT

We offer a 10% discount for active duty and veteran military personnel and their immediate families for pool memberships, rentals, and activities. This excludes daily pool admission. Military ID must be provided in person to receive the discount.

### DISCLAIMER

#### Accuracy of Information

Information regarding City policies and practices included in this program guide is as accurate as possible as of the publication date. More comprehensive information is available at [hilliardohio.gov](http://hilliardohio.gov) and from City staff. The City reserves the right to modify its policies and practices at any time deemed necessary to ensure a safe and high-quality customer experience.

#### Photos and Videos

By participating in a program or by visiting a park, facility, or event associated with the City of Hilliard, you agree to appear in published photos or video taken by the City for marketing purposes. Thank you for helping us highlight our programs and services.