

POLICIES

RECREATION AND PARKS PROGRAM GUIDE

Registration

Register for programs, memberships, and rentals any time online with your RecTrac account.

Registration Windows

Annual Well Members get priority registration to programs.

New This Fall: Expanded Benefits for Well Members

Beginning Fall 2025, we're introducing a new registration category that gives annual members of The Well earlier access to programs - even if they don't live within Hilliard city limits. As a Well member, you'll be able to register ahead of the general public, and you'll receive a 10% discount on eligible City recreation programs. No promo code needed. The discount will automatically be applied during checkout to all eligible programs.

Resident Well Members still receive top priority, with the earliest registration window.

This new system ensures our community-first values while recognizing the commitment of all Well members with added access and savings.

It's just one more way we're making health, connection, and community more accessible than ever.

Registration Dates

Group	Registration Opens
Resident Members	Aug. 28 at 9 a.m.
Resident Non-Members & Non-Resident Members	Sept. 2 at 9 a.m.
Non-Residents & Non-Members	Sept. 4 at 9 a.m.

The current community center and Hilliard Social Center will be closed beginning on Sept. 7 at 5 p.m. Please call (614)-876-5200. Recreation and Parks staff will see you at The Well on Sept 18 at 5:30 p.m.

Getting Started

New to Hilliard Recreation and Parks? Learn how to create a RecTrac account on our website by following the QR code on page 21.

Registering for programs online? You'll create your own username and password.

Registering in person? A username and password will be created for you.

Verification Pass Requirement

Valid verification pass is required for ALL households. and valid for two years.

To Verify:

Submit a utility bill, government-issued ID, or proof of Hilliard income tax.

Upload online via RecTrac or bring documentation to the Community Center.

Once verified (typically within three business days), your verification pass is issued, and your account is activated.

Registering for Programs and Memberships

With a verified account, you can register online or in person at the Community Center or The Well (once open). Use "Search" to find offerings that match your interests.

Important Reminders

Register early: Programs may be canceled if under-enrolled one week before start.

Payment methods: Credit cards, checks, and Apple Pay accepted. Cash is not accepted.

Accommodation Request

The City of Hilliard promotes inclusion for all our programming, camps, and services. Contact a recreation supervisor before enrollment to discuss accommodations so we can develop an appropriate plan and provide the best experience for you and your child.

Accommodation plans may incorporate IEP/504 accommodations. If the need for accommodation arises after a program has started, call (614) 876-5200 to be directed to the appropriate supervisor.

Code of Conduct

Upon purchase of any membership, visitor pass, or program registration, the purchasing adult(s) in the household must sign a waiver agreeing to our Code of Conduct. All visitors and participants must follow the directions of staff members at all times.

By entering a City of Hilliard recreation facility or participating in a Recreation and Parks Department program, you agree to abide by all rules and guidelines. Your cooperation helps us maintain a safe, welcoming, and enjoyable environment for everyone. Failure to comply with policies and procedures may result in removal from the facility, program, or event without a refund.

Fair Share

The Recreation and Parks Department is primarily funded by taxes paid by residents and employees within Hilliard city limits. Therefore, a valid verification pass is required to purchase memberships or register for programs.

Proof of residency or employment can be submitted in person at the The Well (once opened) during business hours, by email to: recandparks@hilliardohio.gov, or uploaded online through your RecTrac account.

City Residents receive the lowest rates. A Hilliard mailing address or attending local schools does not guarantee residency. Proof of residency—such as a utility bill or government-issued ID—is required every two years to maintain a verification pass.

Non-Residents paying Hilliard income taxes qualify for resident rates by providing a government-issued ID and a recent pay stub (within 30 days). Verification is renewed every two years.

School District/Non-Residents neither live nor work within city limits. They pay higher fees and must submit proof of residency bi-annually for a non-resident verification pass.

PROGRAM REGISTRATION HELP IS JUST A CLICK AWAY!

Scan the QR code for a step-by-step guide on all things RecTrac

Refunds

If We Cancel If a program or class is canceled due to low enrollment or other reasons, you will receive a full refund.

If You Cancel All cancellation and refund requests must be submitted in writing to recandparks@hilliardohio.gov and are subject to approval per our cancellation policies. Cancellation deadlines and fees may apply depending on the program.

General Refund Information Refunds under \$10 are credited to your household account, while refunds of \$10 or more are returned to the original payment method.

Please note that refunds and transfers are not available for drop-in programs, pool passes, or facility memberships, including outdoor pool, Hilliard Social Center, and The Well memberships.

For detailed information, review our full refund and cancellation policy at hilliardohio.gov/recreation-parks.

Inclement Weather In the event of inclement weather, the Recreation and Parks Department may close facilities or cancel/delay any program, special event, or drop-in activity.

These decisions are made for patron safety based on weather severity.

To get up-to-date cancellation information, follow our social media pages, visit hilliardohio.gov, or call the weather hotline (614) 334-2598.

Discounts

Military Membership Discount 10% off memberships (The Well, HSC, outdoor pool) for military families. Military ID required.

Annual Well Member Discount Annual members (resident or non-resident) receive 10% off program registration.

Financial Assistance Program Hilliard Recreation and Parks is committed to making programs accessible to all. Qualifying Hilliard residents may receive reduced rates for select programs based on household income and available funding.

Email recandparks@hilliardohio.gov for details.

