

REGISTRATION PROCEDURES

ELECTRONIC PROCEDURES FOR PARKS AND RECREATION REGISTRATION

For your convenience registration for most Maple Grove Parks and Recreation programs will initially be processed electronically. Two separate options will be available for most registration - **Touch Tone Telephone registration or eConnect internet registration.**

Do I need to register in advance for touch tone registration or eConnect internet registration?

Individual client barcodes and a Family Account PIN number need to be obtained to participate in the touch-tone registration or eConnect process. **Many participants have already been assigned and possess these numbers.** If you have not registered using the touch-tone or eConnect system, you need to obtain your personal family information. Please complete the family information form on page 5 and return it to the Parks and Recreation office on or before February 17, 2010. Your account information will be mailed to you no later than February 24, 2010.

What programs will use touch-tone or E-Connect internet registration?

Look for the following icons in specific program write-ups in the brochure.
 indicates programs utilizing touch tone registration
 indicated programs utilizing Econnect internet registration

When will program registration begin?

Touch tone and E-Connect internet registration will be accepted according to the following schedule:

Youth and Adult Programs (except of Swimming Lessons, Water Aerobics, Music, Target Center Events and those noted)
Registration begins at 9:00 am on Wednesday, February 24, 2010

Youth Athletics

Touch-tone, eConnect and walk-in registration begins at 8:00 a.m. on Friday, February 26, 2010 for residents registering in their home zone. Open registration begins Thursday, March 11, 2010. See page ____ for details.

Senior Programs (except for trips)

Registration begins at 9:00 am on Wednesday, February 24, 2010

Swimming Lessons and evening Water Aerobics

Touch Tone registration and E-Connect registration begins at 9:00 a.m. on Wednesday, March 3, 2010

Note: eConnect & touch-tone registration will not be available Tuesday, February 23rd beginning at 4:30 p.m. until Wednesday, February 24th at 9:00 a.m. and Tuesday, March 2nd beginning at 4:30 p.m. until Wednesday, March 3rd at 9:00 a.m.
--

What if I do not use Touch Tone telephone registration or E-Connect Internet Registration?

Mail in, fax and walk in registrations for all programs with the exception of swimming lessons, water aerobics and those noted will be processed beginning Thursday, February 25, 2010. FAX registration number is 763-494-6453. Mail in, FAX and walk in registration for swimming lessons and water aerobics will be processed beginning Thursday, March 4, 2010. **Please note that eConnect & touch-tone registrations receive priority in assigning class openings.**

What if the class I wish to register for is full?

You will be informed by the system of the full class and you may register for another class if you wish. Individuals who do not find any class to register for can call 763-494-6500 to place their name on a waiting list for future class openings.

TOUCH TONE TELEPHONE REGISTRATION PROCEDURE

According to the schedule listed previously call 763-420-3662. Have your client barcode, Family Account PIN, individual class code and Visa, Mastercard or Discover Card handy.

The system will talk you through the registration process. Make sure you enter your credit card number to pay fees before you hang up the phone. If you hang up before this, the registration will not be processed. Please make sure you enter the expiration date using only the month and the year (mm/yy).

Please wait for a confirmation number before hanging up. **No confirmations are mailed out.** Please note some classes do not have class codes listed and are not available for touch-tone registration. **Please follow registration procedures listed for that specific program in the Parks and Recreation brochure.**

eCONNECT INTERNET REGISTRATION PROCEDURE

According to the schedule listed previously, access eConnect Internet registration through the City of Maple Grove web page: www.ci.maple-grove.mn.us

Have your client barcode, Family Account PIN, individual class code and Visa, Mastercard or Discover Card handy. The quickest way to find the class you want to register for is to use the individual class code number listed for each program. Programs without class codes listed are not available for eConnect internet registration. Please follow registration procedures listed for that specific program listed in the Parks and Recreation brochure.

CONSENT TO RELEASE INFORMATION & RELEASE OF LIABILITY

I agree to indemnify and hold the City of Maple Grove and the Maple Grove Parks and Recreation Board harmless against all liability for any injury suffered from program participation. I further understand that the personal information I provided on this form, (name, address, phone number), is considered private data. Not giving the information may limit future contact about program changes and only staff, coaches, instructors and myself will have access to this information. I further give consent to have any photos or videos taken during the program used by staff for promotional materials. This consent may be cancelled in writing at any time. The completion of this form signifies your acceptance of this consent.