

Department Policies & Notes

Registration Instructions

Howard Leisure Services (HLS) has implemented a new registration system, which handles both program registrations and facility reservations. Registration can be done in the following ways:

1. Visit our online registration website by following the links at www.villageofhoward.com. You will be able to log in to your own family account to register.
2. Fill out a paper registration form. Fill out the form as completely as possible the first time it is used. For subsequent registrations, only the "head of household" information (top line), participant information (chart) and signature at the bottom is needed (and any changes to the other information). Turn in your registration form along with payment in person, through the mail, or by using our after-hours drop box:

Village of Howard
PO Box 12207
2456 Glendale Avenue
Green Bay, WI 54307-2207

All registrations are accepted on a first come, first serve basis. Enrollment cannot be guaranteed. All programs have size limitations.

Non-Resident Policy

HLS programs and activities are supported by the Village tax-base. Non-residents may not be allowed to register for all programs. In the programs that do allow non-resident participation, the participant will be required to pay their "fair share" of the program. The program fee for non-residents is an additional \$15, which is indicated in the fee section of each program.

Financial Assistance

HLS believes in providing program service to all who desire to participate in recreation activities. Those in need of financial assistance should contact the department for more information.

Class Cancellations

HLS reserves the right to cancel a class and make schedule changes when enrollment does not reach the minimum number. Notification will be made as soon as possible.

Charges, Fees & Refunds

Fees are established with an attempt to standardize cost according to the number of sessions, facilities, equipment, supervision and instruction. Full refunds will be given when HLS cancels a class or makes a change in the class schedule that no longer fits the participant's needs OR the participant submits a request in writing at least 2 weeks



prior to the start of the class. All other refund requests will be charged a \$5 administration fee and must be made by the program deadline, or a minimum of 5 days before the program if no deadline is stated. Refunds will NOT be made once a deadline has passed. There will be no prorating of program fees. Activity fees include a 5.5% sales tax where applicable.

Payment Policy

The Village of Howard accepts the following forms of payment: cash, check, debit or credit card. Credit/Debit cards are only accepted in person at the Village Hall and online. The Village of Howard will charge a \$25 fee on all checks returned non-sufficient funds. All checks should be made payable to Village of Howard in the amount of the purchase or service only.

Cancellations Due to Weather

Program cancellations will be announced on the Recreation Information Line at **(920) 434-5559**. This announcement line is updated as news arises. Every attempt will be made to reschedule a cancelled activity, however if HLS is unable to reschedule the missed class, there will be no refunds for the cancellation. When the Howard-Suamico School District is closed due to inclement weather, recreation activities may also be cancelled. This line also pertains to sport associations that utilize Village athletic fields (i.e. HYSA, HSYSYSA, etc.).

Accessibility Statement

Reasonable accommodations will be made on an individual basis. If you require special accommodations in order to participate in a program, please inform us when you register.

Notice of Discrimination

The Village of Howard advises the public, employees and job applicants that it does not discriminate on the basis of handicapped status in admission or access to or treatment in its programs, activities and employment. The Village of Howard has designated the following person as the contact to coordinate efforts to comply with this requirement: Joshua Smith, Village Administrator. Direct inquires to: Village of Howard; Joshua Smith; PO Box 12207; 2456 Glendale Avenue; Green Bay, WI 54307-2207, (920) 434-4640.

Don't Delay; Register Today!

Nothing spoils a good program faster than waiting until the last minute to register for it. If there are not enough registrants by the deadline, it will be cancelled. Registering late WILL NOT guarantee a program will run. Late fees may apply.