

GENERAL INFORMATION

Office is in the Town Hall: 127 Norwich Ave, Suite 107, Colchester CT 06415

Office Phone Number: (860) 537-7297 * Email: parksandrec@colchesterct.gov

Website: <https://www.colchesterct.gov/recreation-department>

Online Registration: <https://colchesterctrec.recdesk.com/Community/Home>

Payment Accepted: All major credit cards, checks and cash.

INCLUSION POLICY

Colchester Parks & Recreation recognizes that every person is unique and brings with them a wide range of skills and abilities. We continuously strive to provide challenging experiences so that all can achieve their full potential. As such, we encourage and support individuals with disabilities to fully participate in all programs offered by our department. Please let us know how we can accommodate you. The town of Colchester abides by all guidelines of the 1990 Americans with Disabilities Act (ADA).

PROGRAM CHANGES

Every effort has been made to ensure the accuracy of the information presented in this program guide. However, all courses, instructors, locations, and fees described are subject to change.

WEATHER/CANCELLATION POLICY

Please check our website at <https://www.colchesterct.gov/recreation-department> for weather cancellations. We will make every effort to email or call participants if we must cancel a program due to weather.

RESERVATIONS

Interested in reserving the pavilion at the RecPlex, hosting an event on the Town Green, using Ruby Cohen Woodlands for a birthday party? We can help you! Information and forms are available online:

<https://www.colchesterct.gov/recreation-department/pages/forms-documents>

REFUNDS

Colchester Parks & Recreation stands behind all our community offerings. All programs, events and activities are self-funded and must cover all costs associated with the activity. With that in mind, we will gladly help all participants with any registration or refund requests to the best of our ability. Refund requests must be made in writing. Refunds will be given if requested at least two weeks prior to the start of the program. Any request made within two weeks of the start of the program will be issued as a credit to the participants' account for future use. Once the program has started, no refunds or credits will be issued unless the program is cancelled by Colchester Recreation. Certain programs, including Day Camp and bus trips, may have different refund policies. Participants with extenuating circumstances may request a review of their case by providing written documentation of their situation to the Recreation Director.

The Day Camp refund policy is as follows: prior to May 1 you will receive a full refund; May 1-15 you will receive 50% refund, 50% account credit; May 15-May 31 you will receive 100% account credit; There will be no refunds or account credits after June 1. We will do our best to trade camp weeks for you if there are openings. This policy is to cover our expense in hiring and training staff and purchasing supplies based on an expected number of campers. A \$15 cancellation fee will be charged for all refunds and credits requested by a participant.