

# When and How to Register!



## ONLINE/Web

Online registration for residents begins at 8am on 1/6/2021

Go to: <https://registration.arlingtonva.us>



Credit cards only: Visa, Mastercard & Discover



## Phone-In

(1/6/2021 at 10 am)

Credit cards only (Visa, Discover and MasterCard)

Have class numbers ready before calling 703.228.4747 (voice) option 1 or 711 (TTY), Monday-Friday, 8am-5pm

We no longer accept American Express or process faxed registrations.



## Mail-In

(processing begins 1/6/2021)

Complete Registration Form and mail to the Registration Office: 3700 S. Four Mile Run Dr., Arlington, Va 22206

If the course is scheduled to meet within seven days, call 703-228-4747 (voice) option 1 or 711 (TTY), Monday-Friday, 8am-5pm.

Forms must be received by 5pm on 1/5/2021 in order to be processed in the random draw beginning at 8am next day. Forms received after deadline will be processed in the order received, after all random-draw forms have been processed. Please do not mail in a form if you plan to register online. Our staff cannot process registrations in your account while you are logged in, and your registration will not be processed and they will move on to the next registration.

## Non-Resident Registration

Begins 1/8/2021

Non-Residents pay \$20 more than the listed fee.

### INTERNATIONAL REGISTRATIONS

For security reasons, our registration system does not allow for connections outside the United States. If you know you will be traveling internationally during our registration period and would like to register for a class or two, please contact the Registration Office (703.228.4747) in advance.

## FIND OUT IF YOU QUALIFY FOR A FEE REDUCTION

ONLINE: fill out the form [online](#)

PHONE: Call the Registration Office at 703.228.4747, M-F 8am-5pm

The Arlington Parks and Recreation Call Center (703.228.4747) is your one-stop-shop for registration and facilities scheduling needs. The new system informs you of your place in the queue during high volume times, provides more agents available during peak times and gives Spanish speakers direct access to assistance. For registration services press 1.

# Registration Information

**ONLINE REGISTRATION PROCESS** - You must have an account to register online. New customers: visit [registration.arlingtonva.us](https://registration.arlingtonva.us) to establish an account. Confirmations are sent via email or mail, the day they are processed.

If you already have an account: You will need your ID & password. If you know your household ID, you can use the automated ID/password reminder function on the online registration system. If you have forgotten your user ID and password, contact the main registration office (703.228.4747 option 1 or [registration.arlingtonva.us](https://registration.arlingtonva.us)). Please ensure that your contact information is correct—we use it to communicate important program announcements (if a spot becomes available in a waitlisted class, if a class gets cancelled/added, etc.)

**TECHNICAL PROBLEMS** - Idle web sessions time out after 5 minutes. If your session times out or you logout, ALL pending registrations in your households are removed. Please have only one computer logged into your household account when you are registering. If you experience a technical problem, please send us a detailed email including name of participant, desired class, and best contact information at [registration.arlingtonva.us](https://registration.arlingtonva.us) within 3 days of the registration day. All emails will be compiled and resolved within 5 business days.

**WAITLIST** - Once a class has reached maximum capacity, you may enroll in a waitlist. We do use waitlists to expand capacity in current or future programs. Once a spot becomes available, you will be contacted via email or phone (the information that we have on your household account) and will be given up to 24 hours to respond before the next person on the wait list is offered the available spot. Wait listed participants can be contacted starting a week after first day of registration and up to the start of the second class. After the second class, all waitlists are voided. If the first class has already started, fees will not be prorated for past classes (you will be charged the full price) and there is no opportunity to cancel or transfer after the first scheduled class. Being on the wait list does not guarantee enrollment.

**HOLD HARMLESS AGREEMENT** - All participants need to sign one at the time of registration or the first day of class. Adults must sign for children. Refusal to sign this agreement will prohibit participation in the program.

**FEES** - Payment is required at the time of registration. Checks or money orders are payable to Treasurer, Arlington County. The registrant's name, address and phone number must appear on each check. Pursuant to Arlington County Code, an assessment fee of \$50 is charged for a returned check. Acceptable charge payments are VISA, MasterCard or Discover. Arlington residents 55 and over receive a 30% discount on the fee shown in the Enjoy Arlington catalog unless otherwise stated.

**PLEASE NOTE:** If you have a balance on your household account, you will be unable to register for future enrollments. Please contact the DPR Registration Office at 703.228.4747 or [registration.arlingtonva.us](https://registration.arlingtonva.us) prior to the next registration.

**REDUCED FEES** - Class fee reductions are available on a sliding scale based on household income and size. Annual income verification is required. For application qualifications, guidelines and procedures, call 703.228.4747 option 1 or go online - <https://parks.arlingtonva.us/request-fee-reduction/> - to apply. Fee reductions are not applicable to all programs and you must be approved before registering for a class, camp or program. No retro fee reductions, which means we will not adjust your fees if you apply for a fee reduction after you have already registered for classes.

**REFUNDS** - No refund fees are charged for cancellations the first 5 days (Wed.-Sun.) after the start of online registration; after this date, all refunds will be assessed a \$20 administrative fee per participant, per service interaction. Deadline for all cancellations is 48 hours after the scheduled first class by calling 703.228.4747 option 1. No refunds, credits or transfers after deadline. No refunds or credits if participants are unable to attend a class or one session class or workshop. Per your request, credit card charges will be refunded directly to the credit card. Full refunds will be processed within 30 days when classes are canceled by Department of Parks and Recreation due to insufficient enrollment or other unforeseen reasons, or upon request when schedule or location changes made by Department of Parks and Recreation prohibit or limit your attendance. Refunds for medical reasons must be accompanied by a physician's note and shall be considered on a case by case basis. Check refunds may take longer to process. If you choose a household credit, you should use it for other programs within one year. We are required by Virginia law to turn that credit over to the state if you have not given us explicit direction on what to do with the credit.

**REQUESTING MODIFICATIONS** - Arlington County is committed to providing accessible programs to all of our participants. If you require a modification for a disability, please call 703.228.4740 or email [TRinfo@arlingtonva.us](mailto:TRinfo@arlingtonva.us). Advanced notice is welcome.

**CHANGES, CANCELLATIONS AND CLOSINGS** Classes may be cancelled for a variety of reasons: low enrollment, on County holidays, in case of storms or other dangerous conditions, or at the discretion of the instructor. County-wide cancellations will be broadcast online at [parks.arlingtonva.us](https://parks.arlingtonva.us), Facebook, Twitter, eNews, Channel 74 (Comcast Cable) and at 703.228.4715. You may also be notified by email. Please keep your household contact information up to date as we use this information to contact you directly if classes are cancelled. We will contact you one-week prior to the start date if a class is canceled due to low enrollment. Due to the early publication deadline, instructors may be changed before classes begin.

ARLINGTON  
VIRGINIA

DEPARTMENT OF  
PARKS AND RECREATION

# Registration Form / Formulario de Inscripción



## Mail-In Registration / Inscripción por Correo

You need an account number to use the mail-in option. Processing dates are first come, first served, following eligibility criteria for registration dates. Please note: If you have a balance on your household account, you will be unable to register for future enrollments. Please contact the DPR Registration Office at 703.228.4747 or registration@arlingtonva.us prior to the next registration. Usted necesita una cuenta para usar las inscripciones via correo. Tenga en cuenta: Si tiene un saldo en la cuenta de su hogar, no podrá inscribirse para futuras inscripciones. Comuníquese con la oficina de registro de DPR al 703.228.4747 o registration@arlingtonva.us antes de la próxima inscripción.

### 1. Account Information

Parent/Guardian Name / Nombre del Padre/Guardián: \_\_\_\_\_  
Account Number/número de cuenta: \_\_\_\_\_  
E-Mail / Correo electrónico: \_\_\_\_\_  
Phone Number / Teléfono #: \_\_\_\_\_

### 2. Participant(s) Registration

Name/ Nombre: \_\_\_\_\_

Date of Birth/ Fecha de nacimiento: \_\_\_\_\_

Gender/ Sexo: \_\_\_\_\_

Need modification for disability? Yes No

Necesita modificación especial? Si No

#### 1st choice / 1º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

#### 2nd choice / 2º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

#### 3rd choice / 3º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

Name/ Nombre: \_\_\_\_\_

Date of Birth/ Fecha de nacimiento: \_\_\_\_\_

Gender/ Sexo: \_\_\_\_\_

Need modification for disability? Yes No

Necesita modificación especial? Si No

#### 1st choice / 1º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

#### 2nd choice / 2º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

#### 3rd choice / 3º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

Name/ Nombre: \_\_\_\_\_

Date of Birth/ Fecha de nacimiento: \_\_\_\_\_

Gender/ Sexo: \_\_\_\_\_

Need modification for disability? Yes No

Necesita modificación especial? Si No

#### 1st choice / 1º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

#### 2nd choice / 2º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

#### 3rd choice / 3º selección

Class Name/Nombre de clase \_\_\_\_\_

Activity # /Actividad #: \_\_\_\_\_

Days/ Días: \_\_\_\_\_

Time/Hora: \_\_\_\_\_

Location/Lugar: \_\_\_\_\_

Fee/Costo publicado: \_\_\_\_\_

### 3. Payment

Send this form with payment to:  
Envíe este formulario con el pago a:

Main Registration Office  
3700 S. Four Mile Run Drive  
Arlington, VA 22206

NOTE: Payment for these classes are due by 5pm, the day of this enrollment. If staff are not able to reach you for payment, or you do not pay your balance due online directly, your enrollment will be cancelled.

NOTA: El pago de estas clases se debe realizar antes de las 5 pm, el día de esta inscripción. Si el personal no puede comunicarse con usted para realizar el pago, o usted no paga el saldo adeudado en línea directamente, se cancelará su inscripción.

- Check here if you wish to pay by check or money order / Marque aquí si desea pagar con cheque o giro postal**  
You can pay by e-check online or include a check or money order with your registration form. Checks and Money Orders should be made payable to Treasurer, Arlington County. For security purposes, check and money orders will be processed upon receipt, for the amount of your enrollment and the amount added as a credit on your account until your registration is processed. If you are waitlisted for a class and would like a refund, please call the Registration Office at 703.228.4747 / Puede pagar con cheque electrónico en línea o incluir un cheque o giro postal con su formulario de registro. Los cheques y giros postales deben hacerse a nombre del Tesorero, Condado de Arlington. Por motivos de seguridad, el cheque y los giros postales se procesarán una vez recibido, por el monto de su inscripción y el monto agregado como crédito en su cuenta hasta que se procese su registro. Si está en la lista de espera para una clase y desea un reembolso, llame a la Oficina de Registro al 703.228.4747.
- Check here if you wish to pay with a credit card online / Marque aquí si desea pagar con tarjeta de crédito en línea.**  
Upon successful enrollment, a receipt will be sent to your email address on file. You can then sign-on to your account online and pay the balance due / Tras la inscripción exitosa, se enviará un recibo a su dirección de correo electrónico en el archivo. A continuación, puede iniciar sesión en su cuenta en línea y pagar el saldo adeudado.
- Check here if you would like a member of our staff to contact you for payment**  
**Marque aquí si desea que un miembro de nuestro personal lo contacte para el pago.**