

## FREQUENTLY ASKED QUESTIONS

### 1. What type of recreational programming is offered by the Town of Greenwich?

The Recreation Division for the Town of Greenwich offers a variety of programming for all ages. The Town provides the following youth sports programs: field hockey, soccer, tennis, basketball, baseball, softball, ice skating, ice hockey, golf lessons, and swimming. In addition, the Town has a variety of **youth summer camps** including, Kamp Kairphree, Greenwich Adventurers, Music & Art Camp, Skatepark Ramp Camp, summer soccer clinics, and more.

**For adults**, the Town offers the following sports: co-ed volleyball, men's basketball, women's softball, men's softball, co-ed softball, platform tennis, pickleball, tennis, ice skating and Positive Coaching Alliance youth sports workshops.

### 2. Do you have to be a resident to participate in Greenwich Recreation programs?

We service Greenwich residents primarily, however many programs are open to both residents and non-residents. Residents are given the first priority in the registration process: non-residents will be enrolled if space allows after residents have had ample opportunity to register. In some cases, such as summer camp programs, non-residents pay a higher fee.

### 3. Where and how can I register for programs?

A list of youth and adult offered programs is available online by going to the Parks and Recreation page from [www.greenwichct.org](http://www.greenwichct.org). On the right side of the web page, under "Recreation" there is a "Youth and Adult Programs" link. Programs that require a completed registration form have opening and closing dates. The links to download a registration form will be "live" during open registration periods. Semi-monthly, the Recreation Division sends out a newsletter. The newsletter will highlight programs during open registration periods. The registration forms for these programs can be downloaded directly from the newsletter.

Many of our recreation programs are available via on-line registration at: [www.greenwichct.org/webtrac](http://www.greenwichct.org/webtrac) by selecting **ACTIVITY REGISTRATION**. Only Greenwich Residents who have an existing household number with Parks and Recreation and have provided proof of residency for the current calendar year may register for available programs on-line.

Lastly, you may pick up registration forms in person at the Parks and Recreation Department located on the 2nd floor of Town Hall or at either of the Civic Centers (Bendheim Western Greenwich Civic Center or Eastern Greenwich Civic Center). Registration for activities is accepted per specific dates noted in the program information. Registration forms along with required documentation and payment may be mailed in to the provided address on the form. You may also submit registration with payment in person. We accept Visa, Mastercard, and Discover credit cards at the Town Hall Parks and Recreation Office, the Eastern Greenwich Civic Center, the Bendheim Western Greenwich Civic Center and the Dorothy Hamill Skating Rink.

**4. What if I wish to enroll my child in a recreation program but cannot afford to pay the fee of the program?**

Greenwich Parks and Recreation has a youth scholarship program for income-eligible resident families. The applicant must be a resident of Greenwich and must be the legal parent/guardian for the child/children for which they are applying. Applicants will be required to pay a \$25.00 non-refundable fee per child, per section with their scholarship application which must be submitted **at least three weeks prior to the start of the program**. All required documentation must be submitted with the application. Once the application is processed, the applicant will receive a letter informing them of their funding status; applicant may be required to pay an additional portion of the program fee based on eligibility and available funds. Complete details are stated on the scholarship application form, found on the right side of the Parks & Recreation webpage under "Recreation".

**5. Where do I find information on facility closures and program updates or cancellations?**

The Recreation Division has a weather hotline that is updated as needed. The phone number is **(203) 861-6100**. In addition, all weather updates, facility closures, and program cancellations are posted on our sports recreation web page at [www.teamsideline.com/greenwichct](http://www.teamsideline.com/greenwichct). From this web page, you may sign up for automated text and/or email alerts.

**6. Who do I contact with questions regarding specific programs?**

The Parks and Recreation Department is open weekdays from 8:00 AM - 4:00 PM. During that time, you may call the Recreation Division at **(203) 618-7649**. You can email us anytime at [recreation@greenwichct.org](mailto:recreation@greenwichct.org). If you have a question regarding a specific program (i.e. baseball registration, pickleball hours, platform tennis reservations), please indicate the program you require assistance with and your question will be directed to the appropriate person. The Recreation Division has many programs that are coordinated and directed by different supervisors, some who work at Town Hall and some at other facilities. The supervisor directing that specific program can best answer any questions that you may have. We strive to respond to all questions and concerns in a timely manner.

**7. If I wish to withdraw from a recreation program, can I get a credit?**

Once a participant is registered for a program, a request to withdraw and receive a credit will be granted when the request is received in writing prior to the start of the program. A partial household credit may be considered after a program has begun; written requests will be reviewed on a case by case basis by the Recreation Superintendent, and any credit will be pro-rated based on the number of program sessions that have concluded. The household credit will be good for one year from the date of issue and may be used towards activities within the Recreation Division only, e.g. not golf or beach passes. A specific list of activities will be

provided with a Letter of Credit. The Letter of Credit must be surrendered at the time of use. **There will be a \$15.00 administrative fee withheld in all cases for which household credits or refunds are approved.**

#### **8. If I wish to withdraw from a program, can I get a refund?**

The Recreation Division **does not** issue refunds unless a program has been cancelled by the Parks and Recreation Department. Registrants assume full responsibility for any changes in their personal life, which may affect their ability to participate. In rare cases, a participant may encounter an unforeseeable, and unavoidable situation that they feel may warrant a refund of fees paid. These situations will be reviewed on an individual basis by the Recreation Superintendent who will then make a refund determination. All claims for refunds must be requested in writing. Refunds will also be pro-rated based on the number of program sessions that have concluded. **There will be a \$15.00 administrative fee withheld in all cases for which household credits or refunds are approved.**

#### **9. How can I get a field permit?**

A resident can request a field permit for a special occasion such as a child's birthday party, company softball game, family get together. Please e-mail [dmohr@greenwichct.org](mailto:dmohr@greenwichct.org) and include requested date, time, field preference, nature of event and number attending as well as your name, address, phone and e-mail. There is a fee for the permit. Individuals or groups wishing to use fields or park areas for classes, camps, leagues, travel teams, etc. can use the same e-mail address and make their request. We will send them the appropriate application package. New users wishing to request athletic fields on an on-going basis will also be sent a questionnaire to be completed which will be presented to the Field Committee of the Board of Parks and Recreation for approval.

#### **10. How can one join an adult softball team?**

We have a number of Leagues in Greenwich for Men, Women, Co-Ed and Men over 50. Greenwich businesses can sponsor teams for their employees. You can visit the Greenwich Softball Organization Website at: [www.gso-ct.org](http://www.gso-ct.org) to learn more about adult softball in Greenwich. Or for help finding a team to join, e-mail: [dmohr@greenwichct.org](mailto:dmohr@greenwichct.org)

#### **11. What types of Special Events does Greenwich have for families?**

Throughout the year the Recreation Division coordinates special events such as Summer Concerts, Family Movie Night, Fireworks, Sandblast Festival, Halloween Happenings, Brunch

with Santa Claus, Snow Sculpture Contest, Kite Flying Festival, and The Jim Fixx Memorial Day 5 Mile Race.

### **12. What facilities are available to rent for a child's birthday party?**

Families can rent areas at the following facilities to hold a child's birthday party: Eastern Greenwich Civic Center, Bendheim Western Greenwich Civic Center, Dorothy Hamill Ice Rink for a skating party or play on the indoor turf, and the Greenwich Skatepark.

### **13. How do I sponsor a recreation program and what are the benefits to sponsorship?**

Any individual or cooperation can sponsor a program or special event such as the Jim Fixx Memorial Day Race, Brunch with Santa, Summer Concert Series, Tree Lighting Ceremony, Halloween Happenings, or more. Monetary contributions and goods in kind are welcome. Please contact the Recreation Superintendent at [ssnyder@greenwichct.org](mailto:ssnyder@greenwichct.org). You will gain permission to display your business or promotional material at the event; your business name and/or logo on all flyers and press releases to local media and in the recreation newsletter; and your logo with hyperlink to your business web address displayed on the Greenwich Recreation sports website at [www.teamsideline.com/greenwichct](http://www.teamsideline.com/greenwichct). Sponsoring a recreation program provides a great opportunity for exposure and good public relations with the Greenwich Community.

### **14. How do I sponsor a sports team?**

The Recreation Division provides team sponsorship opportunities in our recreational sports leagues, such as youth baseball and softball. Individuals or corporations interested in sponsoring a team will receive their name and/or logo printed on the team uniforms and the league schedules, permission to hand out promotional materials to the sponsored team (s), and all other above mentioned sponsor benefits. The cost to sponsor a team is \$400. This fee goes to the Parks and Recreation Scholarship Fund, which provides Greenwich youth access to recreational programs. Those interested in sponsoring a team may contact Recreation Supervisor Patricia Troiano at [ptroiano@greenwichct.org](mailto:ptroiano@greenwichct.org).

### **15. How can I reserve a picnic area?**

This is handled through the Parks and Trees Division at (203) 622-7824. There are a number of areas for groups 25 or larger. It's possible to also get a ball field at some of these locations. This Division also deals with reservations for overnight camping on Island Beach and Great Captain Island during the summer.