

FAQs

Summer Camp Registration FAQs

Where do I go to register online?

parks.raleighnc.gov, select **Register on RecLink**

What if I do not have a computer? How can I register?

You can register using a mobile device including any smart phone or tablet.

You can also use computers at any public library to access RecLink.

How do I obtain my User ID and PIN?

New customers: go to parks.raleighnc.gov, select **Register on RecLink** and click "Create New Account". Your Login ID and PIN will be emailed to you immediately.

Returning customers: go to parks.raleighnc.gov, select **Register on RecLink**, click Forgot Login ID and/or PIN OR contact RecLink Support at 919-996-2153.

I cannot pay for all camps in full, can I request a payment plan?

Yes, you may request a payment plan; however, there is a 25% deposit due at the time of registration. To select a payment plan, click "Request Payment Plan" under each week of camp. Once your registration is complete, your receipt and payment plan schedule will be emailed to you.

I do not have a credit/debit card. How can I pay my 25% deposit?

You may go to any community center and/or the Recreation Business Office to make payment by check or cash. This payment will be placed on your account as credit for registration use. **Note:** placing a credit on your account does not guarantee placement in summer camp.

I need to apply for financial assistance. Does that mean that I can not register online?

No, you may still register online. It is advised that you submit your fee assistance documents and application prior to completing your registration. Note that you are still required to pay the 25% deposit at the time of registration.



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FAQs

I need an exception for summer camp, what should I do?

Send ALL exception requests to camp.registration@raleighnc.gov or fax to 919-996-1741.

How do I add siblings to the same week of camp?

Once you select the week of camp that you wish to register your child(ren), then click on "Add another family member" and select the child that you wish to register.

How do I add a family member to the account?

Online : After you login click "My Account" in the upper right corner, then click "Add a Family Member" OR

Email: camp.registration@raleighnc.gov

I am receiving a "conflict" message when I try to register for a camp. What does this mean?

This message means that your child is already registered for a camp or course that operates during the same date or time.

I had to place my child(ren) on the waitlist because there were no spaces available. How will I be notified if a space becomes available?

If a space becomes available you will be notified via telephone or email.

I made an error in registering my child for a week of camp that I do not need. How can I withdraw?

Submit all withdrawal requests to camp.registration@raleighnc.gov or by fax to 919-996-1741 14 days or more prior to the start of the camp. **All refund/withdrawal/transfer/credit requests received in writing 14 days or more in advance of the start date of the program/rental/team placement are entitled to:**

1. 100% refund/credit/transfer if the department cancels program or facility rental
2. 100% credit or transfer of fees to another program at the time of withdrawal
3. 85% refund based on the total cost of program
4. 85% credit/transfer/refund of rental eligible fees
5. Refund/credit/transfer/withdrawal request received less than 14 days prior to the start date of the program/rental/team placement will not be granted.
6. Refunds for medical reasons requested prior to the start of program/rental/team placement will be granted at 100%; subject to verification .
7. Outdoor facility usage cancelled due to inclement weather may be rescheduled pending space availability.
8. A credit may be used by any family member on the same registration account.
9. Non-attendance/non-participation in a program does not entitle a patron to a refund.



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When will I receive confirmation of the camps I registered for?

After you complete your registration and checkout you will receive an email confirmation. During high volume registration periods, email confirmations may be delayed.

Since PRCR will no longer process automatic payments, how do I make my payments each month?

You can make payments each month online at

parks.raleighnc.gov then select RecLink, over the phone at 919-996-4800

by mail to Recreation Business Office, 2401 Wade Ave, Raleigh, NC 27607 or in person at any community center.

If I registered for camp that I no longer need, what do I need to do?

You should submit a withdrawal request 14 days or more prior to the start of the camp to camp.registration@raleighnc.gov or fax to 919-996-1741.

Where can I find parent meeting information?

Parent meeting dates will be posted online at parks.raleighnc.gov or you can contact the site at which the camp will be held.

How do I make changes to my account (i.e. address/phone/email)?

Visit parks.raleighnc.gov, select **Register on RecLink**, select Login, select My Account, select Edit Family Members Details.

If I need to cancel a week of camp, will I be eligible for a refund?

The City of Raleigh refund policy states:

1. All refund requests received in writing 14 days or more in advance of the start date of the program/rental/team placement are entitled to:100% refund/ credit/transfer if the department cancels program or facility rental,100% credit or transfer of fees to another program at time of withdrawal or, 85% refund based on total cost of program, 85% credit/transfer/refund of eligible rental fees.
2. Refund/credit/transfer requests received less than 14 days prior to the start date of a program/rental/team placement will not be granted.
3. Refunds for medical reasons requested prior to the start date of a program/ rental/team placement will be granted at 100%, subject to verification.
4. A credit may be used by any family member on the same registration account.
5. Non-attendance/non-participation in a program does not entitle a patron to a refund.



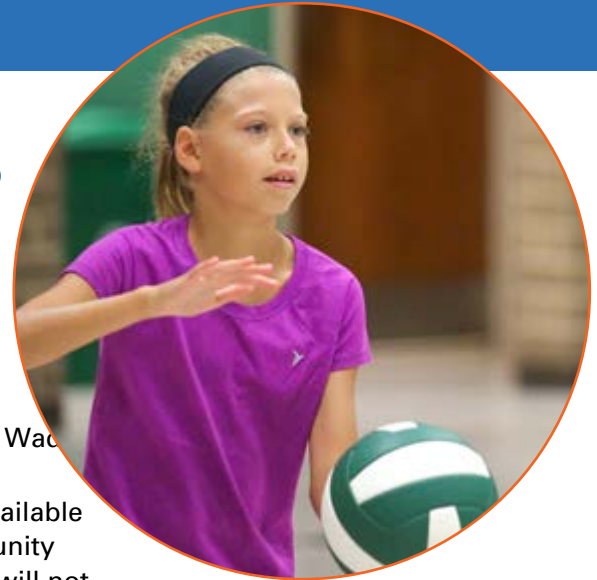
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Who do I call for questions concerning summer camp programming?

Contact the location or facility where the camp is being held.

Where can I find the summer camp brochure and registration forms?

1. The summer camp brochure is available online at parks.raleighnc.gov, at the Recreation Business Office (2401 Wake Forest Ave. Raleigh, NC 27607) or at any community center.
2. Registration forms for walk in registration will become available online, at the Recreation Business Office or at any community center on March 2, 2019. If you are registering online you will not need to complete a registration form.



Who do I call for questions concerning payments?

For questions regarding payments contact the Recreation Business Office at 919-996-4800 or camp.registration@raleighnc.gov

Who do I call for questions concerning technical support?

For questions regarding RecLink support contact 919-996-2153 or reclinksupport@raleighnc.gov

I have a third party agency covering the cost of my children's camp. What should I do? How do I register?

Contact the Recreation Business Office at 919-996-4800 and further instruction will be given on how to register.

I have a child that needs ADA accommodations, what do I need to do?

This information should be noted during the registration process and staff from Parks, Recreation and Cultural Resources Inclusion Services will contact you directly.

My child will not attend the entire week of camp. Can I register at a prorated amount?

There is no proration offered for summer camp except for camps that operate the week of July 4th.

