



WAITLIST POLICY

The established waitlist policy and procedure for the registration waitlist of classes, programs, events, and camps run organized through the Recreation Division. This policy may not apply to Marine Safety or Aquatics programs, classes, or camps.

1. Waitlists are established once a class, program, event, or camp is filled to its maximum registration limit. There are no guarantees for placement. Interested participants are added to the waitlist in order of date and time.
2. When a vacancy occurs in a class, program, event, or camp, participants will be notified by email or phone in the order they were placed on the waitlist.
 - a. If the start date of the class, camp, event, or program occurs in more than 72 hours, participants on the waitlist will be notified by the email on file in the registration software. Email notifications will include a unique link for the enrollee to use to complete their registration. This link will expire after 24 hours of the invite email being sent.
 - i. Potential enrollees must notify the Recreation Division of their interest to enroll by registering and paying within 24 hours of the email notification.
 - ii. a. If the waitlisted potential participant does not enroll and pay for the class, camp, event, or program within 24 hours, their waitlist position will be deleted and staff will move on to the next person on the waitlist and an invite email will be sent to register.
 - b. If the class, camp, event, or program occurs in less than 72 hours, participants on the waitlist will be notified via the phone number on file in the registration software.
 - i. a. Staff will call waitlist participants in the order they were placed on the waitlist until they reach an interested enrollee who agreed to register in the class, camp, event, or program. Staff will enroll the first person to respond to a voicemail or phone call.
3. Failure to contact the office will result in the name being removed from the waitlist, and the next participant will be contacted.
4. It is the responsibility of the enrollee/registrant to ensure the Registration Division has updated contact information on file and that email notifications have been subscribed to within their recreation account.
5. If staff are unable to reach the customer, they will be removed from the waitlist.
6. Waiting lists are established for each activity and each season and are not carried over to other seasons. It is determined by the instructor, if a waitlist opportunity is available, as some classes do not offer an option of having a waitlist.
7. No additional waitlists and/or registrations are accepted for Marine Safety Programs 72 hours or less before the start of Marine Safety programming.