

## Recreation Department FAQ

### Programs and Activities FAQ

- How do I register my child for programs?
  - First, you must make an online account with us at [www.westbororec.com](http://www.westbororec.com). If you hover over the blue “Account” tab, you will see a drop down for “Create Account”. Fill in the appropriate info, and then you will be able to register for programs!
- My child’s grade is incorrect in the system. What do I do?
  - Contact the Recreation Department at [westbororec@town.westborough.ma.us](mailto:westbororec@town.westborough.ma.us) or 508-366-3066 so that we can change it for you.
- Will I receive email confirmation once I register for programs?
  - You will receive a confirmation email/ invoice immediately after registering for your programs. Most of the pertinent information for each program is located under the program on our website. For most of our programs, you will not get any additional communication. Please feel free to reach out to us if you have any particular questions.
- Do you have financial aid?
  - Yes! Our financial assistance form is on our website.
- There’s a program I’d really like to offer through the town, what are next steps?
  - Please email [westbororec@town.westborough.ma.us](mailto:westbororec@town.westborough.ma.us) with specifics on what you are interested in offering. Someone from our team will reach out with next steps. If you are the person who is planning to run the program, it typically requires you to fill out a W-9, along with a certificate of insurance naming the Town of Westborough as additionally insured.
- How can I stay up to date on new programs or program registration deadlines?
  - Join our e-mail list [HERE](#). We send weekly and sometimes bi-weekly e-mail updates with all of our program offerings.
  - Follow us on social media, Facebook and Instagram
  - We typically send a program brochure to all Westborough homes, one in the fall for our fall and winter activities and one in February for Spring and Summer activities. These brochures are also on our website
  - Check our website! Everything we have is on our website and that is the best place to find complete information about programs/events and the easiest way to register!

## Lake Chauncy FAQ

- When does Lake Chauncy open?
  - Typically the middle of June we open the beach for weekend use and we open full time (Monday – Sunday, 11am – 5pm), starting on the last day of school. We are open until the second week in August.
- Why do you close the beach so early? It is still warm out in August and even September?
  - Great question! Our staff at the beach are all typically high school and college aged kids and sometimes teachers. Our staff have to get back to school and their full time work so we do not have the appropriate staff to cover opening the beach.
- Can nonresidents use the beach?
  - The beach is open to Westborough and Northborough residents to purchase season and day passes, either online before the season starts or at the gate. We offer limited passes to Southborough and Shrewsbury. Those should be purchased in the respective towns Recreation Departments.
- How many people can attend with me if I have a family season pass
  - Six people are allowed on your family season pass. Please contact us if your family exceeds six people, we are happy to work with you.
- If I have a season pass can I bring a guest?
  - Yes. Your guest(s), will be subject the daily walk in rate.
- My child is looking for a summer job are you hiring lifeguards?
  - More than likely YES! We are always looking for staff to work at the beach. A lifeguard certification is required. Westborough Tennis and Swim often holds certification classes (<https://www.thewestboroclub.com/> )
- Do you offer swim lessons for kids?
  - Yes! We hold small group swim lessons over 3 sessions during the summer. These sessions are held over 2 weeks and consist of 8 days of swimming, typically Monday – Thursday. Various levels are available. Our swim lessons are usually available for registration when our Spring/Summer registration opens.
- Do you offer swim lessons for adults?
  - Not at this time
- Can I rent the pavilion at the beach for a private event?
  - Not at this time.

## Facilities FAQ

- How do I rent field space?
  - Our fields are open typically April – October. The Recreation Commission voted on a fields policy found [HERE](#), which outlines a prioritization list for field rental requests. Our fields are busy during the open season with various youth sports organizations. Please contact us directly if you are interest in renting space to provide us with additional information. Once we understand your needs we can work with you.
- Can my organization/business rent field space if we aren't from Westborough
  - Our Recreation Commission has a policy that any group renting field space must be made up of at least 75 percent of Westborough residents. Special requests can be made. This would require coming before the Recreation Commission, please contact us and we can give your more information.
- Can I rent a playground for private use?
  - No. Playground are public spaces that cannot be rented
- Do you have indoor space like gyms, meeting rooms, art rooms, etc, that my club/organization can rent?
  - No, the Recreation Department at this time does not have any indoor space to rent.
- Can I reserve school space (gyms, fields, classrooms) through the Recreation Department?
  - No. you should contact the school department  
[http://www.westboroughk12.org/district\\_services/facilities\\_use](http://www.westboroughk12.org/district_services/facilities_use)

## Refunds FAQ

- How much notice do I need to give in order to receive a refund?
  - If you request a refund giving us at least **one week's notice**, we are able to provide a 100% refund or credit to your account. If you request a refund after a program has started, we will need to work with our vendors in order to determine a possible refund amount. In programs run by the Recreation Department itself, we typically prorate a refund for the sessions remaining in the program.
- Can I get my credit card refunded directly?
  - Unfortunately due to the need for refunds to be processed by more than just our department, we are only able to send refunds via check in the mail.

- How long will it take to receive my check?
  - Receiving a refund check can take anywhere from 1-3 weeks depending upon when in the week the request is made. There may be additional delays in the postal service, however you can always request that the check is held in the office for you to pick it up from our office.
  
- What can an account credit be used for?
  - An account credit can be used on any program you would register for through westbororec.com. And for anyone in your household account. For example if you canceled basketball for your daughter Sally and received a credit. You can use that credit to register your son Dave for chess.
  
- How long do I have to use my credits?
  - Credits do not expire, and can be used at any time. If you're having any issues applying a credit to something you're registering for, please call our office for assistance!

## **Scholarships FAQ**

- Who qualifies for scholarships for your programs?
  - If you meet the criteria for free or reduced lunch prices in the schools, you will qualify for scholarships for any program through Westborough Recreation. If you do not meet the threshold for reduced lunch prices, please feel free to fill out the form anyways, as we are willing to work things through on a case-by-case basis.
  
- What is the rate if you qualify for a scholarship?
  - If you qualify, our typical reduction in cost is for 50% the cost of the program. If you require further assistance, please reach out as we will be willing to work with you!
  
- If we missed anything please feel free to e-mail or call us with your questions!