

## **TIPS FOR A SUCCESSFUL REGISTRATION DAY**

### **Registration for Aquatics Programs – March 29, 2023,\***

Aquatics Online & phone-in registration begins Wednesday, March 29, 2023, at 7:00 AM for Spring/Summer Programs. [www.KirklandParks.Net](http://www.KirklandParks.Net)

In addition to the tips below, visit our newly updated aquatics page for the latest information on swim lessons, pool rules, pool rentals, and more! [www.kirklandwa.gov/aquatics](http://www.kirklandwa.gov/aquatics)

### **Swim Lesson FAQs**

*For the best and most comprehensive information on swim lessons, specific lesson descriptions, and frequently asked questions, click [SWIM LESSON FAQs](#)*

### **Successful Registration Tips**

#### **Shopping cart tips**

*Don't leave items sitting in your cart longer than 15 minutes. You may still see it in your cart, but if left there too long, it may not be included in your registration. Instead, write down your class codes and titles on paper, then enter them just before you're ready to checkout.*

#### **Best use of Class Codes**

*Be prepared. Write down class codes and titles on paper. Have alternatives written down, too, if your first choice is full.*

#### **Best ways to "talk" swim classes with staff while shopping on the phone:**

*Having the class code available helps a lot when speaking with customer service staff on the phone. Swim classes are very similar when verbalized. Often, as parents look for classes, it is extremely helpful to say, "Is class # 12345 available?" "What about class # 9876?" Instead of, "is the Tuesday class available?" Why is this? Because each class has a unique class code, whereas, for example, we offer numerous Tuesday classes for various dates, ages, and levels. Providing the class code helps expedite the call.*

#### **Credit/Debit Card and Browser Tips**

*When paying with a credit/debit card, do not refresh your browser, click back, or close your screen until you receive a receipt from CivicRec. On a mobile device, you will be prompted to enter your credit card information and click "submit payment." On the next screen, you must click "Complete Transaction" to finalize your purchase. If you do not receive a receipt from CivicRec, please email us at [eparks@kirklandwa.gov](mailto:eparks@kirklandwa.gov) with your contact information and what you purchased.*

#### **Didn't Get an Itemized CivicRec Receipt?**

*If you **did not** get a receipt\*, specifically an itemized CivicRec receipt, then you are not registered. This is even if you notice a charge on your card. Please register again or call us at 425-587-3386 or email us at [eparks@kirklandwa.gov](mailto:eparks@kirklandwa.gov). Let us know what you registered for (Include class code and program title), and include your contact information and phone number.*

*\*You may get a "receipt" from your credit card company. If it's not a specific CivicRec receipt, you may not be registered. Please register again or contact us as soon as possible.*

### **Waitlists**

*The registration system is attempting to keep up with the high volume of registrations. Classes fill up extremely quickly, especially at the start of registration day. As a result, your attempt to register may instead put your child on a waitlist. The Aquatics and Summer Camp programs are 10-week long programs and are in extremely high demand, and the registration system places customers in the order it receives a request to register. In order to preserve the order of registration, the system utilizes the waitlist process to keep track of the order of registrants attempting to get into class. If you are on a waitlist, you are not registered for the class but are at least on a waitlist.*

### **Peter Kirk and Junior Day Camps -Extended Care VS Regular Camp**

*Registering your child for regular day camp (Peter Kirk and Junior Day Camps) differs from Extended Care. If you need both regular day camp and Extended Care, you must register for both separately.*