

## Tips for Registration Day

### Registration Day

Spring/Summer registration is the biggest day of the year when it comes to registering for our recreation programs. Below is information to make the most of your registration experience, including some tips for being prepared both online and via the phone.

What you'll find here:

- [New resident and non-resident registration dates](#)
- [Links to the Recreation Activity Guide and online catalog so you can plan out your purchases](#)
- [Registration Tips -for efficiency, getting into camps and swim lessons, and troubleshooting](#)
- [Information on age levels for programs](#)
- [Defining the difference between camps and extended care](#)
- [Aquatics questions and swim lesson FAQs](#)
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### New! Resident and Non-resident registration dates!

We now have designated registration dates for Kirkland residents and non-residents.

- **March 19th** (Tues) – Resident Non-Aquatics Registration. Phones open at 7 AM
- **March 20th** (Wed) – Resident Aquatics Registration. Phones open at 7 AM
- **March 21st** (Thur) – Non-resident registration for anything including camps and aquatics. Phones open at 8 AM

*In August of 2023, Kirkland Parks and Community Services adopted separate resident and non-resident registration dates to provide a more fair and equitable registration process and priority access for Kirkland residents during a highly competitive time to register for the programs and services we offer.*

### Spring/Summer Recreation Activity Guide

View and shop our online catalog here at [www.kirklandParks.net](http://www.kirklandParks.net)

View our Spring/Summer Recreation Activity Guide here at [www.Kirklandwa.gov/RecreationGuide](http://www.Kirklandwa.gov/RecreationGuide)

## Create or update your CivicRec account ahead of registration day!

You can create a new account or update an existing account. Visit [www.KirklandParks.net](http://www.KirklandParks.net) Click on the Welcome and Account Set-up tab to get started. There is a “how to” section if you need help.

## Registration Tips -for efficiency, and registering for camps, swim lessons, and troubleshooting

- Make a plan:
  - Write down the program title, class code, and date (s).
  - Have a 2nd choice option ready in case your first choice is full.
  - Have your credit card (Visa or Mastercard) ready.
- Shopping Tips
  - **Online shopping cart:** Do not allow items to sit in your cart longer than 15 minutes or the system will release them, even if they still appear in your cart.
  - **1st & 2nd choice:** Have a backup class, camp, or aquatics option ready in case your first choice is full. Discuss with your family about schedules and availability for both your first and second choices in advance so you can be confident in your purchase.
  - **Class codes:** Provide the code associated with our desired program when registering online or via telephone. It's quicker.
- Credit Card and Web browser tips
  - When paying with a debit or credit card, do not refresh your web browser, click back, or close your screen until you receive a receipt that specifies it is from CivicPlus.
  - For mobile devices, 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.
  - **Didn't get a registration receipt only a credit card receipt? Then you are not registered.**
    - *You may get a "receipt" from our credit card merchant. If it's not a receipt from our registration system CivicPlus (with program details including date, time, location, etc.) you are not registered for the program (s).*
    - **Please register again!**
    - *The initial payment should be voided by the registration system before the end of the day. If you don't see the funds or the hold released after 10 business days, please reach out to us via email at [eparks@kirklandwa.gov](mailto:eparks@kirklandwa.gov). Include in the email the date and approximate time of the transaction as well as the dollar amount and we'll follow up with our finance department and credit card merchant services.*

## Information on age levels for programs

Age limits for our programs are established for a reason. The registration system as well as staff will not be able to register your child for programs where they will not be of age by the start of the program. Example: Peter Kirk Camp is for youth starting as young as age 7. Your child must be age 7 on or before the first day of camp to participate.

## The difference between Camp and Extended Care

Camp is the actual camp program itself. Extended Care is the additional time you reserve for your child if before and after camp care is needed. You must register for each of them separately. Please communicate this with those assisting in the registration process for your child if you plan on participating in Extended Care. There are limited spots in each.

## Aquatics and swim lessons

For comprehensive information about the Peter Kirk Pool including information about pool passes, pool rentals, open swims, and swimming lessons visit [www.kirklandwa.gov/Aquatics](http://www.kirklandwa.gov/Aquatics).

For information about swim lesson FAQs, lesson descriptions, ability levels, private lessons, and more visit [Swim Lessons 2024](#)

## 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. 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.*

**Note:** We cannot predict the future availability or likelihood your child will eventually get into the class for which your child has been waitlisted.

## Need help with communicating via telephone with staff? Here is a script you can use:

**No:** *I'd like to register my child for summer camp. It's on a Tuesday, I think it is called Peter Kirk camp or something like that.*

**Yes:** *I'd like to register my child for Peter Kirk Day Camp # 17762. It's the week of August 5-9. We do not need extended care. Oh, it's full? Ok then. My 2nd choice is Junior Day Camp #18341 also August 5-9. Is it available? Great! Sign me up! I have my credit card ready. It's card # XXX -XXXX-XXXX-XXXX expires on XX-XX and the CVV is XXX. I will check my email right after we hang up. If I don't get an email specifically from CivicPlus, I will call you back right away.*

*Thank you!*