**Your Guide to a Successful Swim Registration**

**We send out an Eblast with Registration dates/times about 2 weeks before lessons open**

**Prepare in Advance!**

**☐** **Log into Your MyRec Account:** Ensure you can access your account before registration day.

* Forgot your username or password? Call the office for assistance (Mon – Thurs 9 am – 1 pm) to update your account information. Do not create a 2nd account this creates delays

**☐ Verify Household Information:** Confirm that all household members are listed correctly with accurate ages and grades.

* The Grade listed for your child should be the grade they are currently in. If you child is marked as "N/A" or "PK" who are currently inkindergarten or a higher grade please call our office to update their grade level! (Mon – Thurs 9 am – 1 pm)

**Registration Day Tips:**

**☐ Act Quickly:** Swim Lessons are in high demand and will remain in your shopping cart for only 15 minutes

* If you are idle for more than 15 minutes, items will be automatically removed from your cart and you will lose your spot

**☐ Utilize Waitlists:** Programs fill quickly, but waitlists are a great option!

* Registration starts \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* If a spot becomes available, you will receive an email notification prompting payment.
* If no action is taken, we will follow up with a phone call to confirm your interest.
* No fee is collected for joining a waitlist.
* If you no longer need your spot on the waiting list, please contact our office.

**☐ High Call Volume Expected:** Please be patient if you need assistance on registration day.

* If you cannot get through, leave a voicemail. If it is urgent, please try your call again as we do not check voicemails until call volume has decreased.
* Important: To ensure fairness for all customers, registrations will not be accepted over the phone.

**Reviewing this information in advance and following these tips will help ensure a smooth registration process. For any questions, please email** [**ParkandRec@Oxford-Ct.Gov**](mailto:ParkandRec@Oxford-Ct.Gov) **or call our office at 203-828-6505**