

Registration & Payment Information

Five Ways to Register



RecWeb Online registration at recweb.montgomerycountymd.gov.



STARline members may register by using our telephone automated registration system: 240-777-8277.



Fax 240-777-6818

Faxed registrations must be paid by VISA or MasterCard. Due to high volume, we are unable to confirm receipt of faxes. To avoid duplication, do not mail your original form.



Mail or drop off



Full Service in person

Montgomery County Recreation Department
Attention: Registrar
4010 Randolph Road
Silver Spring, MD 20902-1099

Monday-Friday, 8:30am-5:00pm

Phone: 240-777-6840

Registration is also available at all Regional Service Centers.

Payment Information

- Full payment must be made at time of registration. (See *Five Ways to Register*.)
- Non-county residents must pay an additional \$10 per participant per activity.
- Make checks and money orders payable to MCRD. Checks and money orders must include name, address, home and work telephone numbers, driver's license number, and participant's full name.
VISA or MasterCard payments are accepted. Registration form must include correct credit card number, expiration date, authorized signature, and authorized amount.
- Financial assistance is available to county residents who are recipients of assistance from other Montgomery County agencies. Eligibility is based on proof of that assistance. A financial assistance application form may be picked up at any recreation office, community center, or swim center. You may also obtain an application by calling 240-777-6840; or online at: www.montgomerycountymd.gov/rec.
- Payment plans are offered to county residents who cannot pay the full amount due at registration. All payment plans must be paid in full by June 1.
- The Department of Recreation reserves the right to pursue all available options to collect any funds owed as the result of a dishonored check or credit card, charges incurred due to unsubstantiated credit card disputes, or any outstanding debt.
If your check is returned unpaid, your account will be debited electronically for the original check amount and electronically or via paper for the state's maximum allowable service fee. Payment by check constitutes authorization of these transactions. You may revoke your authorization by calling 800-666-5222 ext. 2 to arrange payment due for any outstanding checks and service fees due.

Withdrawal and Refund Guidelines

The withdrawal and refund policy pertains to all Recreation Department programs unless otherwise noted in the program description or facility rental agreement.

Withdrawal Request Received:	Submit a <u>Written</u> Request:	Withdrawal Fee Charged:
Eight (8) days or more before the start date of the program...	Mail: MCRD, Attention Refund Request 4010 Randolph Road, Silver Spring, MD 20902 Fax: 240-777-6818 E-mail: rec.refund@montgomerycountymd.gov Online: recweb.montgomerycountymd.gov	No Fee
Seven (7) days or less before the start date of the program...	By mail, fax, or e-mail. Online withdrawal not available	\$20 Fee per program
On or after the start date of the program...	By mail, fax, or e-mail. Online withdrawal not available.	\$20 Fee per program plus a prorated charge for the number of classes that have met.
After the last scheduled date of the program...	No requests will be considered.	No Refund

If the Department cancels a program, changes a location or time and you cannot attend, or the program is full, you will receive a full credit to your Recreation Department account or a refund.

Your written withdrawal request must include the participant's name, payer's name, address, phone number, course number, and reason for withdrawal. All credits will be posted to your Recreation Department account unless a refund is specifically requested.

All refunds will be issued to the payer in the same form (check or charge) as the payment was received. Refunds will be processed within 2-3 weeks of receipt of your written request.

Register online at: www.montgomerycountymd.gov/rec