



Your Guide to a Successful Summer Registration

Summer online registration is right around the corner!
Mark your calendars for Tuesday, March 11, at 8:00 a.m.

Prepare in Advance!

- Log Into Your MyRec Account:** Ensure you can access your account before registration day.
 - Forgot your username or password? [Click here](#) to recover/reset your credentials.
 - Need a new account? Reference our [How-To Guide](#) for step-by-step instructions.

- 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 your child is marked as "N/A" or "PK" who are currently in Kindergarten or a higher grade please **call our office to update their grade level!**

- Complete Camp Forms in Advance:** Save time at checkout by filling out these forms ahead of time.
 - Forms will be available the week of **February 24** on the Glastonbury Parks and Recreation website under **Camper Information Forms**.
 - **Note:** Completing forms in advance does **not** guarantee a spot in camp.

Registration Day Tips

- Act Quickly:** Many programs 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. Filling out camper forms ahead of time will save you time at checkout!

- Utilize Waitlists:** Programs fill quickly, but waitlists are a great option!
 - Registration starts in early March, but camps don't begin until mid-June—plans change!
 - If a spot becomes available, you'll 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 can't get through, leave a voicemail or try calling again. 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.

Canceling a Registration

- Use our [Online Cancellation Request Form](#) if you need to cancel a program after registering.
 - **Important:** Program cancellations cannot be processed on the same day as initial registration.
 - Any same-day cancellation requests will be processed on the **following business day**.

Reviewing this information in advance and following these tips will help ensure a smooth registration process. For any questions, please email recreation@glastonburyct.gov or call our office at 860-652-7679.