



## Your Guide to a Successful Summer Registration

Summer online registration is right around the corner!  
Mark your calendars for Tuesday, March 10, at 8:00 a.m.

*Due to high demand and limited availability, programs are exclusively for Glastonbury residents only unless otherwise noted. We reserve the right to require proof of residency.*

### **Prepare in Advance!**

- Log Into Your [MyRec Account](#):** Ensure you can access your account before registration day.
  - If you forgot your username/password, please call the Parks and Recreation office by Friday, March 6.
  - 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 for the current school year. 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 are now available!](#)
  - **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**.
    - Please review our [cancellation policy](#) ahead of signing up for summer programs.

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