



Helpful Information



REGISTRATION:

Can be done online at gtownrec.com OR submit a filled out paper calendar to our office : [Click here to view calendars](#) St Boniface Calendars [Click here](#)

ONLINE REGISTRATION:

Log in to online account by Sunday at midnight to register for the upcoming week. Can register each week or for the entire month. [Click here for step by step guide to registering online.](#)

CALENDAR REGISTRATION:

Fill out calendar and return to our office by the 21st of the prior month (example:

October calendar due to office by Sept. 21st)

Submit calendar via

Email: parkrec@germantownwi.gov

Drop off at Park & Rec office in Village Hall (N112W17001 Mequon Rd-building next to Germantown Community Library)

If you completed your online registration or submitted a calendar ALWAYS watch for your emailed receipt confirming registration. The receipt will list the dates, location & AM/PM options you registered for. See an error? Call our office (262)250-4710 immediately so we can correct it!

PAYMENT OPTIONS:

We offer two payment options, pay as you register or monthly auto-debiting to a credit card on file with the Recreation Department. [Click here](#) to view our monthly installment billing schedule.

It is Monday and I FORGOT TO REGISTER...

That's ok, it happens occasionally. Please call our office at (262)250-4710 to add your child for the dates you need for the week. Our business hours are Monday – Friday 8:00am – 4:30pm.

If you call outside of business hours, please leave a detailed message with:

Parent name, child name, the school they attend, AM or PM care as well as specific dates.

(ex. Monday, October 12th. Please note we will not register your child if you simply state a day of the week. Please be specific.)

My child's name wasn't on the sign in/sign out sheet at pick up/drop off.

If your child's name was not listed on the sign in/sign out sheet, please call our office at (262)250-4710 as soon as possible. This means your child was not registered. To avoid a \$5 unregistered fee you must contact us for AM care by 9:00am or by 2:30pm for PM care (St. Boniface 1:30pm). Again, if outside our regular business hours leave a detailed message and we will call you back.

My child didn't attend a Kids Klub a date they were registered for/my child is home sick

You will receive one flexible cancellation to use each month if canceling less than 5 business days, not including the date you want to cancel, in advance. You must call our office to within 2 business days after the cancelled date to use your flexible cancellation and receive a credit on your Rec. Dept. account for the fee paid. [Click here](#) to view full Cancellation Policy

Please call the school office if you cancel your child for any PM Kids Klub dates during the week. If you fail to notify them, your child will be sent to Kids Klub instead of parent pick-up or the school bus.