

## **CONTRACT CLASS POLICIES AND PROCEDURES FOR THE PARKS & RECREATION DEPARTMENT**

### **Instructor Exhibits/Payments**

1. Instructors teaching multiple classes will receive an exhibit confirming their scheduled classes for each season. It is the instructor's responsibility to carefully review the exhibit to ensure their class information is correct.
2. Instructors will be paid a pre-determined rate per participant.
3. Instructors will be paid 2-3 weeks after their last class meets.

### **Publicity/Supplies/Handouts**

1. New London uses a variety of methods to publicize classes including distributing 4,000 Activity Guides, sending press releases and advertising classes on cable channel. New London can design and print a "master" flyer for you if requested. If you print your own flyers, please ask for prior approval from the Recreation Department, as there are several required items your flyer must include.
2. Instructor must provide all supplies/handouts for class. This includes photocopying class information. Instructor may want to charge a materials fee to the participants in order to cover this cost. In order to charge a fee, it must have been printed in the catalog.
3. Supply list – some classes require supply lists for the participants. We will supply class mailing envelopes and mail supply lists. Instructor must stuff envelopes and provide the Parks and Recreation Department with copies of the list to be mailed.

### **Registration/Rosters**

1. If a participant wants to register after the first class, please encourage them to register in person at the Parks and Recreation Department in the City Municipal Building.
2. The Parks and Recreation office will provide class rosters at the first and second-class meetings, if there are any changes in the second week. If you do not receive a roster or wish an additional roster, please request it from the Recreation Department. We will mail any additional rosters to you unless you request otherwise. You may pick your rosters up at the City Municipal Building 1-2 days before your class meets.
3. Participants must enroll if they attend class. We do not allow class audits.
4. Instructors will not be paid for participants who do not properly register for a class. Please take roll in your class to ensure all participants are properly registered before the session ends. It is the instructor's responsibility to make sure their participants have paid the class fee.
5. Waiting Lists – When classes fill we place participants on the waiting list. If an instructor allows a person on the wait list to attend, the instructor must contact the Recreation Department. We do not pay instructors for wait list participants unless the instructor confirms that the participant is attending class.

6. Balance Owed – If a participant owes a balance, it will be indicated on the roster. The instructor is ultimately responsible for the balance since an instructor's pay is calculated on the money collected.
7. Instructors are encouraged to take attendance each class meeting. If you find that a participant has not attended class, please call them to find out why they have not shown up to class. This extra effort has been proven to help keep customers happy and coming back for more classes.

### **Canceled Classes**

Instructors are required to give the New London Parks and Recreation Department a minimum number of participants desired for the class to be held. If the minimum enrollment number is met, the instructor is expected to hold the class, therefore, please review your Exhibit sheets and make sure that the minimum enrollment number is what you want it to be. If a class is canceled, it is the responsibility of the instructor to contact the participants to notify them of the class status.

### **Refunds**

Please be familiar with the refund policy listed on the registration page in the New London Parks and Recreation Activity Guide.

### **Americans with Disabilities Act**

Should a disabled person needing special assistance enroll in your class, we will inform you ahead of time and help provide whatever assistance is necessary. If a disabled person enrolls in your class and we are not informed ahead of time, then please try and accommodate them to the best of your ability and then call us right away. The City will then attempt to make sure that their second visit to your class is handled in the proper way so that they are adequately served.

### **Evaluations**

Class Evaluation Forms are available for your use. We periodically send out evaluation forms to class participants to evaluate instructors. If you would like to have your class evaluated, please contact the Recreation Department. New instructors should always evaluate their classes. Please obtain evaluation forms from the Recreation Department.

### **Correspondence**

Please direct any correspondence to:

The New London Parks and Recreation Department  
215 N. Shawano St.  
New London, WI 54961  
(920) 982-8521