



Downers Grove Park District FAQ

Question: Where and how can I contact the registration staff during the closure?

Answer: The best way to contact us during the closure is through our website at dgparks.org. Hover your mouse over ABOUT US for a drop down menu and click on [Contact Us](#). You'll see a form to send us an email there. You can also email the registration staff directly at regi_staff@dgparks.org

Question: How can I request to withdraw from programs we've registered for.

Answer: You can submit a refund request by clicking this link. [REFUND REQUEST FORM](#) You can also find it under the ABOUT US menu and click on [Registration Information](#). You'll find the link on the lower half of the web page. Just complete the required fields and submit! We'll take it from there.

NEW! You can also cancel your own registrations via your [online account](#)! Once you login to your account click on the 'My Account' menu and you will see a Cancellation link. You can cancel a program up to 3 days before the start of the first meeting date. If it is past the 3-day mark, use the Refund Request Form for consideration. Please note: A refund by check is the option for the self-service cancellation method.

Question: How will I be refunded?

Answer: Your refund will be placed back to your credit card or a refund check will be mailed to the household address on your account. Your refund will be placed on your household account only if you paid with a Gift Card.

Question: How can I cancel my Fitness Membership?

During this closure time, we are waiving our usual cancelation policies for Fitness Memberships. To cancel your memberships effective immediately, please send us an email at regi_staff@dgparks.org. However, you do have the option to suspend your membership for up to 4 months during the life of your annual pass. You might want to consider a suspension before canceling your membership.

If you decide to cancel, paid-in-full memberships will receive a pro-rated refund for the remaining life of the pass and memberships that are billed monthly are canceled effective the date of your request and will incur no future fees. When you feel comfortable returning and should you want to reinstate your membership, no re-enrollment fees will be charged.

Question: What about Installment billing?

Installment billing for **Fitness Memberships, Preschool, Music Lessons and The LINK will not be billed** for March and April. Once we are able to return, we can better communicate how future installment billing will proceed. If Preschool and THE LINK do not return for the school year, **you will not be charged for any days missed**. Preschool tuitions that have been paid-in-full will receive pro-rated refunds.

Help yourself!

If you register for programs using our [online registration system](#), you may not know that **you** can do so much more than just register for classes!

Once you login to your account, visit the 'My Account' Menu. You'll find ways to:

- Change the settings for your Username and Password
- Update the credit cards attached to Installment Billings
- Change household information such as phone numbers, email addresses and Allergy updates
- Add family members
- Track your family's registration history and expenses
- Pay an old balance
- Run a Childcare Statement which shows childcare costs for eligible programs, such as Preschool, Summer Camp, Before and After School program. The statement also includes our Tax ID Number
- Print out a Household Roster which shows your current class registrations
- Print a past receipt
- **NEW!** Cancel activity registrations up to 3 days prior to the start of a class
- **Coming Soon!** Renew paid-in-full fitness memberships