

## **New Providence Recreation FAQs**

### **CommunityPass/Registration**

#### **How do I set up a family account in CommunityPass?**

- Please refer to this document for instructions about CommunityPass:  
<https://www.newprov.us/DocumentCenter/View/222/CommunityPass-Online-Registration-Info-and-Instructions-PDF>

#### **How do I register for a class/camp?**

- Please refer to this document for instructions about CommunityPass:  
<https://www.newprov.us/DocumentCenter/View/222/CommunityPass-Online-Registration-Info-and-Instructions-PDF>

#### **How do I cancel a registration?**

- To cancel a registration, please call the office at (908) 464-4430. For each cancellation, a withdrawal fee will be charged:
  - \$25 for all programs EXCEPT...
  - \$50 for Teen Venture Camp and Camp Lincoln
- If a transfer is made (going from one program to another), no withdrawal fee is charged.

#### **Can I get a refund for a cancelled registration?**

- A credit from the withdrawal can remain in CommunityPass account and be applied to a future NP Rec program cost
- The funds can be refunded to the credit card used for the original transaction.

#### **Can I use my CommunityPass account from another town to register for NP classes/camps?**

- Yes. Please use the link to CommunityPass on our webpage at <https://www.newprov.us/191/Community-Activities> to use this account.

#### **I live out of town...can I register for classes/camps?**

- Season registration opens to residents first. School-year programs open to non-residents 1 – 2 weeks later.
- Summer camp classes/camp registrations become available two weeks prior to the start of the program.
- USSI sports programs are ALWAYS available to non-residents.

#### **When registering for a summer class/camp, should I use my child's current grade or grade in the coming fall?**

- Please use the grade your child will be in in the fall.

#### **Can you help me with my NP PAL/Pool registration?**

- We will be able to see if you have a CommunityPass account but are unable to see registrations completed through other organizations.
  - NP PAL can be reached via e-mail via their website at [www.nppal.org](http://www.nppal.org)
  - The NP Community Pool website is [www.nppool.org](http://www.nppool.org).

#### **How do I make a Tennis or Pickleball Court Reservation?**

- 1.5 hour Court reservations are available in the evening for play under the lights, April through September.
- Reservations are made through the CommunityPass online registration system:
  - Each Monday, reservations for that upcoming week will be available.
  - Only ONE reservation per family may be made for each calendar day.
- Reservations are \$5.00 each (No refunds for cancelled or missed reservations).

### **Classes/Camps**

#### **If a class is cancelled, how/when is a make-up class scheduled?**

- In most cases, the make-up class will occur on the next class day after session dates are completed (for example, a Saturday class runs for five weeks, ending on Saturday, May 8. The make-up date would be Saturday, May 15.)

#### **What is the ratio of instructors to registrants for youth classes/camps?**

- Since this number varies from age to age and class to class, please call the office at (908) 464-4430 to inquire about a specific program.

#### **What is the weather cancellation policy?**

Cancellation Information, as soon as it is available, will be:

- Emailed to program participants using the emails provided on your CommunityPass account. (Every effort will be made to email you at least an hour before the program begins)

Week-day cancellations related to New Providence Public Schools:

- If the New Providence Public Schools are closed due to inclement weather - ALL Recreation programs are cancelled for the entire day and evening.
- If the New Providence Public Schools have a delayed opening due to inclement weather - morning programs are cancelled - afternoon/evening programs, sports & classes are held as scheduled.
- If the New Providence Public Schools have an early dismissal due to inclement weather - Recreation programs are cancelled for the remainder of the day and evening.

General weather cancellations:

- Weather conditions are evaluated by Recreation on an hourly basis.
- Please check your email before heading to a program if the weather looks questionable - just because a morning program ran, doesn't mean the remaining programs for the day will run.
- Registration for weather alerts is available from USSI via this link:  
<https://usasportgroup.com/recreation/720-New-Providence-Recreation?mode=recreg>

Fields Conditions cancellations:

- The NP Dept. of Public Works assesses field conditions, checks weather predictions, and recommends whether to cancel. Cancellations are made when conditions are unsuitable or unsafe for play and to protect the long-term playability of town fields.
- In the event of cancellations, the season Web site ([www.leaguelineup.com/newprovbaseball](http://www.leaguelineup.com/newprovbaseball)) will be updated by 3:30PM. An e-mail will also be sent.

- *Should weather conditions deteriorate AFTER 3:30pm, the decision to cancel is at the discretion of individual team coaches. Coaches have been provided with team contact information.*

#### **Facility/Field Scheduling**

##### **I'm part of an organization/business...can I reserve a field in town?**

- To receive consideration for reserving a field, a group/business must have insurance. Requests must be made via the Facilities Usage Form which can be found at <https://www.newprov.us/257/Online-Business-Payment-Center>.

##### **Can I reserve a field in town for a private gathering?**

- Private/family gatherings cannot reserve fields. However, the Oakwood Park Pavilion is available for rent. Please call the office for more information.