

CommunityPass™/Registration FAQs

How do I set up a family account in CommunityPass?

- Please refer to this document for instructions about CommunityPass:
<https://www.newprov.org/download/Recreation%20Department/misc/CommunityPassInstructions.pdf>
- CommunityPass can be accessed via NP Rec homepage at www.newprov.org/recreation.

How do I register for a class/camp?

- Please refer to this document for instructions about CommunityPass:
<https://www.newprov.org/download/Recreation%20Department/misc/CommunityPassInstructions.pdf>
- The latest programs can be viewed on the NP Rec homepage at www.newprov.org/recreation.

What if the class I would like to register for is full (says Waitlist)?

Each program has a maximum number to ensure instructor/participant ratios are met and that the allotted space is suitable.

- You may put your child (or yourself) on the Waitlist free of charge.
- If a spot in the program becomes available and your child (you) are first on the Waitlist, you will receive an e-mail saying you have been released from the Waitlist.
 - A link is provided in the e-mail to complete the registration by paying for the program.
 - There is also a link to use to decline the spot.
 - We asked that participants accept or decline the available spot within 48 hours (or 2 business days) – after this, the spot will be offered to the next person on the waitlist.

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:
 - \$20 (beginning summer 2022) for all programs EXCEPT...
 - \$25 for Teen Venture Camp and Boys Baseball Grades 5 – 8 (or otherwise noted).
- If a transfer is made (going from one program to another), no withdrawal fee is charged.

Can I get a refund for a class/program cancelled by NP Rec?

- If a class is cancelled due to low enrollment, a full refund will be given.
- If a session of a class is cancelled and a make-up cannot be scheduled, a refund or credit will be given.
- There are two methods for the payment of a refund:
 - A credit from the withdrawal can remain in CommunityPass account and be applied to a future NP Rec program registration
 - 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 www.newprov.org/recreation in order to access New Providence programs.

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

- Yes - for an additional fee of \$20.
- If the program is open to non-residents, registration will be available via CommunityPass. Please see below for additional info:
 - Youth and Adult classes open for non-resident registration two weeks before the session begins (for example, the Summer 2021 session begins Monday, June 28 – non-residents can register beginning Monday, June 14).

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 registration?

- Staff 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

How do I join the NP Community Pool?

- The NP Community Pool (NPCP), located at 1378 Springfield Ave., IS NOT a Recreation-run facility – it is a separate, non-profit organization.
- NPCP also uses CommunityPass for registrations, however, NP Rec staff cannot help with these registrations or questions regarding memberships, capital contributions, swim or diving teams, private lessons, or hours of operation.
- Their website is www.nppool.org, or you can call (908) 464-4141.

How do I make a Tennis Court Reservation?

- 1.5 hour Court reservations are available in the evening for play under the lights, Memorial Day through Labor Day.
- In order to make a reservation, you must first purchase a Tennis permit via CommunityPass. Please visit www.newprov.org/recreation for more info.

Do you offer financial support for Recreation programs?

Yes. New Providence residents will not be denied participation in a NP Recreation program because of inability to pay the registration fee. To qualify for assistance, participants must provide a copy of their approved “free” or “reduced” school lunch letter which is issued by the New Providence Board of Education (908-464-9050). Please call the office for more information.