

Frequently Asked Questions

Q: What should I do if I **forget my password**?

A: Check the Forgot your Password box and click Continue. Enter the email address you used to create your account. You will be requested to verify your identity by providing your first and last name as well as your date of birth. Upon submission, an email will be sent to you containing a temporary password

If after completing this procedure you are still experiencing difficulties, please contact our office during regular business hours and a member of our staff will assist you.

Q: Can I **view Events** without registering?

A: You can always browse through the Events without registering. Click View Events button and look at all the Events that are offered.

Q: What will happen if I try to register for an **Event that is full**?

A: Your name will be placed on a waiting list. You will be contacted in the event that a space opens for that Event or additional Events are added. If we are unable to contact you, your space will be given to the next customer on the waiting list.

If you do not want to be placed on the waiting list, click the Remove button that appears on the Shopping Cart screen.

Q: What is a **Processing Fee**?

A: A Processing Fee is a small charge associated with online transactions. This fee typical for sales processed via the Internet and is charged by our software provider. The fee is 2.99% of the total amount of the transaction.

Q: How can I **view a schedule** of my family's upcoming scheduled Events?

A: Sign into your account and click on the My Account link. Then click on the Show Your Daily Schedule link. Highlight the family members whose schedules you would like to view and click on the top arrow button and move each family member over to the Selected Family Members column. Click on Search to proceed. A weekly schedule will display all of the Events your family members have been enrolled in and allow you to click on the activity for more information.

Q: Can I view my **transaction history** and print out my past receipts?

A: To access this information, please click on the My Account link (located at the top right-hand corner of your screen). To view prior transactions, you may click on the Get a List of Prior Transactions link. To view past receipts, you may click on the Get a List of Prior Payments link (click on the receipt number to view and print each individual receipt).