

City of Charleston Recreation Department



POLICY TITLE: Participant Registration

5.1.2024

Purpose:

The City of Charleston Recreation Department has established a policy to provide all participants with a convenient and secure registration and payment process through RecTrac/WebTrac/PayTrac

Policy:

The Department will use Rec Trac/WebTrac/PayTrac as its only form of accepting registration and payment for any department program. This application allows for Online 24/7 access as well as in person access at any City Recreation Facility.

Only Credit Card, money orders or checks are permitted for payments. NO cash accepted.

Only online or in person registration will be accepted. NO paper forms will be accepted

Location to accept registration.

- 823 Meeting Street Main Office
- AWCCC 265 Fishburne Street
- JIRC 1088 Quail Drive
- BLRC 1580 Ashley Gardens
- DIRC 160 Fairbanks Rd
- Charleston Tennis Center
- Maybank Tennis Center

Procedures:

Participant Registration Processes

- Web Trac Online registration
- Creates the receipt
- Customer verifies the address
- Customer Verifies the age
- Customer provides CC payment (City does not store CC info)
- 24/7 access during our registration period

Participant Registration Processes In Person

- Participant enters a Facility
- Staff Entry
- Rec Trac creates the receipt
- Staff verifies the address
- Staff verifies the age
- Staff updates any information on Household
- Participant provides Birth Certificate
- Staff confirms program registering for

- Accepts CC, check or money order
- Check and money order numbers are recorded in Rec Trac at payment.
- Staff can print or email participant receipt.
 - Staff will file Birth Certificate

Wait list Registration:

- If program numbers are exceeding Rec Trac will add registrant to wait list in order of their registration time.
- This can not be waived or adjusted by staff at any time.
- If registration period date and time have expired Rec Trac will also add participant to waitlist in the time and date they registered.
- This is online and in person.

On Site Registration

- NO onsite registration may be taken at any field, practice, game or program.
- NO payment of any kind may be taken at any field, practice, game or program.