



# Fort Atkinson Parks & Recreation

## General FAQ

- **Resident vs Non-Resident:** Most address that have a N or a W in front of their address (i.e. N1456 Poeppel Road) are a Non-Resident. Non-City Residents' taxes do not go towards operating the Aquatic Center or to the City. Instead, they apply towards the townships (Koshkonong, Cold Spring, etc.).
  - Most programming is one general fee. The only place where a non-resident rate would apply is when purchasing an Aquatic Center pool pass.
- **Refunds/Account Credits:** If a program gets canceled or you change your mind about a class you already signed up and paid for, you can ask for a credit to your account for future use. This credit can be applied towards any program, class, pool pass, etc. that you'd like to sign up for.
  - Please keep in mind when asking for a refund, a refund must be given back the way you paid. For example, if you paid with a check, a refund must be given with a check. The process for cutting a check can take up to two weeks. Account credits will give you your refund quicker and you can save the money to spend on a future program.
  - If you sign up online, your credit will be on your account ready for you to apply towards your payment.
  - Account credits expire in the same year you received it. For example, if you received a credit on September 2021, the credit will expire after Dec 31, 2021.