

Frequently Asked Questions about Club Registration

Q: I registered online for a club, but I'm worried that it might already have been full. How do I know if my child got into the club?

A: The online form provides real-time registration! When a club has reached its maximum enrollment, the form will automatically display the waitlist option for that club, instead of displaying the club name. So if you were able to select the club you wanted and you submitted the form, then your child got into the club!

Q: I didn't get an email receipt; should I submit another registration?

A: No: In almost every case, your registration will have been recorded. You may have mistyped your email address. **Do not resubmit the form**, as this will probably result in duplicate registrations. Please contact the registrar (this job rotates each term among committee members each term so please check the Registration Rules and Procedures for current contact info) to confirm that you are registered. If you did resubmit the form before reading this :-) please inform the registrar so she can delete the duplication right away.

Q: How do I pay for the clubs I've registered for?

A: Send checks made payable to Anne Hutchinson PTA to the registrar's address, which is listed in the current RRAP, the club e-blasts, and your email receipt. Do not send checks to the school. Write your child's name and the club's name in the memo area of the check so that we can match your payment to your online registration.

Q: How much time do we have to pay after registering?

A: Checks are due within 4 days of submitting your online registration. Failure to pay on time may result in your child being moved to the waiting list if the club is full or looks likely to fill. We will be sure to contact you by email or phone before this happens, since we know checks can get lost in transit. **Please check your messages frequently as we will need a prompt response.** If you don't hear from us, that means we got your check and everything is fine.

Q: My children aren't sure yet which clubs they want. Isn't it better to sign them up right away for all the clubs I think might be interesting, so that they won't be closed out? I can easily back out later since I haven't paid.

A: Please **DO NOT** do this. Once you submit the online form, your child is actually taking up a spot on the roster for the club you've selected. If you back out just because you changed your mind, it can result in clubs incorrectly showing as full, among other problems. When you register online, you should consider it a firm commitment to pay for and attend the clubs you and your child have selected. **Decide on your clubs BEFORE you register.** The club brochure will be available a few days before registration starts. Read the brochure, discuss the choices with your child, and make your selections carefully. Then you'll be ready when registration opens!

Q: I just found out my child won't be able to attend a club I had registered for; how do I cancel my registration?

A: Email the registrar immediately for assistance. She can delete your registration or transfer you to a different club. Withdrawal requests for any reason must be sent via **email** to the registrar in a timely manner, **even if you have not paid for the club yet**. Please do not wait until we send you a payment reminder to inform us that you're withdrawing.

Q: Why do we have to send separate checks for each club?

A: The registrar has to separately list the amounts and numbers of checks collected for each club when reporting to the treasurer, so having separate checks for each club makes this much easier. For siblings registered in the SAME club, it is OK to write a single check for that club.

Q: Why don't we pay by credit card?

A: To save money on credit card fees, at this time we feel it is better to take only check payments.

Q: I registered awhile ago and sent my payment—why haven't I heard anything?

A: We will be sure to contact you if there are any problems—for example if we did not receive your check. After registration has closed, the club coordinator will send a final confirmation email to all enrolled students confirming their club is running and the dates it will meet.

Q: My child is signed up for a waitlist—When do I find out if he got into the club?

A: Often this will be after the final payment deadline has passed, though we may sometimes be able to confirm an opening before that. Waitlist registrations are time-stamped so any openings will be offered to the earliest applicants for the waitlist. We will let you know one way or the other, and offer a chance to sign up for open clubs if no spots open on the waitlist.