

## Frequently Asked Questions for 2015 Summer Enrichment Program

### How do I register for the Summer Enrichment Program?

Log on to HPARD's website: [www.houstonparks.org](http://www.houstonparks.org). On the right hand side of the page, click SITE MAP. Then click, PERMITS AND RESERVATIONS, and finally click, ON-LINE RESERVATIONS – SUMMER ENRICHMENT PROGRAM.

#### On-Line Registration Quick Tips

**You must create an account first, before you can register. Please note: If you already have an ActiveNet account set up, you**

1. Sign in to your Account to **Register** for the SEP (Summer Enrichment Program).
2. You are currently on the **Account Options** page; select **Registration**, then select **Youth**
3. Enter the **Name of the Community Center of your choice** and select **Search**.
4. Select **desired Community Center**, and then select **Enroll Now**.
5. Select your **Child's Name and continue with the Registration** process.
6. Select the **Desired Weeks** and **Add to Cart**.
7. Select **Ethnic Type** and **View fees and discounts**
8. To add another child, select **Add another participant**
9. Proceed to **Check Out**.
10. Review and initial **Waivers** (Standards of Care Form and Youth Participant Waiver Form)
11. Click **Next**
12. Input **credit card information** for payment. If you have been pre-approved for a fee exemption there is no need for payment, view and/or print receipt.

### How do I apply for fee exemption for the Summer Enrichment Program?

Log on to HPARD's website: [www.houstonparks.org](http://www.houstonparks.org). On the right hand side of the page, click SITE MAP. Then click, PERMITS AND RESERVATIONS, and finally click, ON-LINE RESERVATIONS – SUMMER ENRICHMENT PROGRAM.

#### On-Line Application for Fee Exemption Quick Tips

Registration began April 1, 2015

**You must create an account first, before you can register. Please note: If you already have an ActiveNet account set up, you**

1. Sign in to your Account to apply for **Application for Fee Exemption** for the SEP (Summer Enrichment Program).
2. You are currently on the **Account Options** page; select **Registration**, then select **TYPE**
3. Select **Application for Fee Exemption**
4. Select desired **Community Center** and **Add to Cart**
5. Select your **Child's Name and continue with the Application for Fee Exemption** process
6. Select **Ethnic Type** and select **Next**
7. To add another child, select **Register another participant in this activity**
8. Proceed to **Shopping Cart**
9. Verify participants and proceed to **Checkout**
10. Review and initial **Waivers** (Standards of Care Form and Youth Participant Waiver Form)
11. Click **Next**
12. View and/or print receipt for **Application for 2015 Fee Exemption**

**You must take a copy of your qualifying paperwork to the community center where you have registered.**

**Please note that you must wait until you receive an email stating that you have qualified for fee exemption before you may**

Once a child has qualified for fee exemption,  
they must REGISTER for the Summer Enrichment program.

**1<sup>st</sup> Step: Fee Exemption Qualification**

**2<sup>nd</sup> Step: SEP Registration**

### What are the income qualification guidelines for 2015 fee exemption?

#### 2015 Summer Enrichment Program Fee

**Unless eligible for exemption as listed below, each child will be charged a fee of \$30/week.**

The following groups of citizens with appropriate documentation will be exempt from the fees and will be able to register for the

Foster Parents;  
Unemployed parents or guardians;  
Families or guardians on Family Independence Program (FIP);  
Families or guardians on Food Stamps (FS);  
Families or guardians on Supplemental Security Income (SSI);  
Families or guardians on Medicaid;  
Families or guardians on Federal Housing or Section 8 Assistance;  
Families or guardians on Temporary Assistance to Needy Families (TANF) Program;  
Families or guardians on Aide to Families with Dependent Children (AFDC);  
Families or guardians with or below the following income levels:

#### Family Size- Number of Persons in the Family/Gross Yearly Income Eligibility

One person/\$14,000  
Two People/\$16,000  
Three People/\$19,790  
Four People/\$23,850  
Five People/\$27,910  
Six People/\$31,970  
Seven People/\$36,030  
Eight People/\$40,090

**More than Eight People/Add \$3,341 for each additional person.**



**Can I register for all 10 weeks and pay weekly?**

No, you must pay for each week that you register for. The ActiveNet online registration system will not allow you to register and not pay immediately.

**My child has to attend summer school so she will not be able to attend the summer program for the first few weeks. How can I get a refund?**

Please note that you will be refunded minus 5% ActiveNet refund fee. You must register for future weeks, if space is available at your desired community center.

**Can I transfer from one community center to another?**

No, please note that the ActiveNet online system will not allow transfers from one location to another NOR one week to another. Please note that you will be refunded minus 5% ActiveNet refund fee. You must re-register at the desired community center, if space is available.

**I would like to cancel my registration, how do I do it?**

Send a request to AskParks.org. Be sure to include the name of the community center; each child's name, the weeks that you would like to cancel. Please note that a refund will be processed minus 5% ActiveNet refund fee.

**How do I find out information regarding Parent Orientation days and times?**

Please contact the community center that you enrolled your child(ren) in for a listing of parent orientation days and times. Please visit [www.houstonparks.org](http://www.houstonparks.org) for a listing of all community center addresses and phone numbers.

**Can I register my child that is 5 years old?**

No, the ActiveNet online system will not allow you to register for the program until your child reaches 6 years of age. The program is for ages 6-13 years.

**Is there a waiting list?**

No, we do not have a waiting list. Please register your child(ren) at another center nearest you. Please check our website at [www.houstonparks.org](http://www.houstonparks.org) for a listing of centers and phone numbers.

**I registered my son for the summer program and signed up for the fee exemption. Do I need to do anything else?**

Yes, upon completion of the task of applying for an exemption, you must take a copy of your supporting documents to your chosen community center. Once the Community Center Site Manager verifies your qualifying documents, they will approve your qualification in the system. You will then be sent an email from the ActiveNet on-line registration system advising you that you may register your child (ren) for the program.

**What does the Summer Enrichment Program consist of?**

Please visit our website at [www.houstonparks.org](http://www.houstonparks.org) for an overview of the program. Locate the Summer Activities Guide for detailed descriptions.

**Is my child required to attend each day?**

The Summer Enrichment Program operates Monday through Friday from 8:00 am - 6:00 pm. However, you should decide how long your child will attend each.