



City of Auburn, Maine

Recreation & Sports Tourism Department
Marc Gosselin, Director of Recreation & Sports Tourism
Sabrina Best, Recreation Director
48 Pettengill Park Road | Auburn, Maine 04210
www.auburnmaine.gov | 207.333.6601 X2101

A MESSAGE TO OUR COMMUNITY FROM THE TEAM AT AUBURN RECREATION

We miss you! Over the last few months, it has been difficult for us to see our gyms, fields, and spaces sit empty. At the same time, it has been humbling and inspiring to have been able to shift our focus to the very successful “Grab ‘N Go” food program, which has provided much-needed meals – and caring support – to members of our community.

Our team has been working hard, developing summer programming that follows Maine CDC guidelines and checklists. We have consulted with local, state, and national recreation professionals and have a plan that we feel confident will work for Auburn. Keep in mind that this is an ever-evolving situation.

Over the next few days, the Auburn Recreation Department will finalize plans for our **modified summer line-up of activities**, with a cornerstone and primary focus: our **day camp** program. We are committed to offering affordable, quality childcare this summer, which is crucial for working families.

While we will be unable to offer the full slate of summer programs that have been offered in the past due to facility and physical distancing concerns, most activities and programs will still take place with best practices in place. Below is our anticipated timeline:

June 12: Produce and distribute electronic **Summer Program Brochure** (modified)

June 1 (or sooner): Open **online registration** for summer programs

June 2: Open the **Auburn Recreation office** for in-person registration with modified hours of Tuesday, Wednesday, Thursday from 9:00 am – 3:00 pm. *Please call ahead so we can be prepared to serve you quickly and limit interaction with staff. You may also call and setup an appointment if these new hours do not work with your schedule.*

Week of June 1: Begin **Adult and Youth Softball programming** with modifications that adhere to State guidelines and checklists

June 22: Start Summer Day Camps (continue through August 14)

We will have a more specific list of programs/activities with dates and any updated procedures by June 12. There is no doubt that day camp for the summer of 2020 will look very different

from years past. From field trips to daily protocols, including no longer having large groups, we will be operating with a new set of rules, guidelines & expectations.

We understand and respect that not everyone will be comfortable participating in summer programs, and we have updated our refund policy accordingly (see below). As always, we encourage participants to check with a medical professional before engaging in any recreation programming.

Thank you for your patience, vigilance, and positive feedback. **We hope to see you soon!**

AUBURN RECREATION REFUND POLICY

This modified refund policy is in response to COVID-19 and will remain in effect from **June 1, 2020** to **September 1, 2020**.

As Auburn Recreation moves forward with Summer 2020 programming, we understand and respect that participants may not feel comfortable with participating due to COVID-19. As a result, we are adjusting our refund policy for summer programs to allow for FULL REFUNDS for anyone looking to withdraw from a program before or after attending the FIRST class or meeting. If you decide to attend more than one class, game, or meeting and choose later in the program to withdraw, you may request a prorated refund.

Refunds: If Auburn Recreation decides to cancel a class, league, or special event, all fees will be refunded. If you withdraw 3 business days before the first class or onetime event (excluding weekends & holidays), you will receive a full refund. If you withdraw fewer than 3 business days before the first class or one-time event, you will receive a 50% refund. No refunds will be given if you cancel after the class or the one-time event has taken place. If you are dissatisfied with a program after the first class of a session, you must let us know before the second class of the session. We will issue a 50% refund at this time. No refunds will be given after the second class of a session. Refunds take about 14-21 days to process. We do not provide cash refunds. If injury occurs to a participant that prevents the participant from continuing in a class, you may request a prorated refund of the activity fee.

Trip Refund: If Auburn Recreation cancels a trip, we will refund all fees to the participant. If the participant notifies us 3 or more business days before the scheduled trip, we will issue a full refund unless otherwise noted in the brochure. If the participant notifies us fewer than 3 business days before the scheduled trip, we will issue a 50% refund. No refunds will be given the day of the trip or after the trip is held.