

Can I process a refund or class transfer on-line?

Refunds and transfers cannot be processed on-line but you can stop by our office or email the request to reginfo@vhparkdistrict.org and your request will be processed. If requesting by email, please include the participants full name, address, class name, code, reason why canceling and how you would like refund.


Can I register for the wait list on-line and do I have to pay for it?

You can register for the wait list on-line and you will not be charged for the program at that time. We will contact you if we can enroll you and at that time you will be required to pay for the program.

What does the message “you do not have a current RESIDENT/NONRES pass” mean?

When you and your family showed proof of residency at our office, we issued you a residency pass. This indicated to the computer system that your residency is up-to-date and you are free to register for programs. On an annual basis, you are required to provide current proof of residency. If your residency has not been updated you will see this message and need to stop by the Sullivan Center with your proof of residency.

Can I pay a balance on-line?

Yes you can. Simply log into your account, click on My Account at the top, choose Pay Old Balance and click on the  (shopping cart symbol) next to the class. Only classes with a balance due will be listed here. When you have added all the classes you are paying for to your shopping cart, click on checkout at the top and pay your bill.

Why do I get a message that “a grade/age conflict exists for this class” For example: age range for class is 3-3.99, age of family member is 36” but my child is 3.5?

When you are choosing which family member to register for the program you need to make sure you are using the drop down list to choose the correct person. The system defaults to the first person listed in the household which is usually either mom or dad.

How do I change my email address or household information?

You can change any of your household information by emailing us at reginfo@vhparkdistrict.org or you can call the Sullivan Center at 847-996-6800 and they can make the change for you.