TIPS & REMINDERS

Registration

Register for programs, memberships, and rentals any time online with your RecTrac account. Download our app (Hilliard Recreation and Parks) to easily access RecTrac at your fingertips!

Registration Windows

Both Well members and non-members can register for programs. Resident Well members (monthly and annual) receive the earliest registration window. Annual Well members also receive a 10% discount on eligible City recreation programs. No promo code is needed; the discount will automatically be applied during checkout for eligible programs

Registration Schedule

FALL I	
Group	**Registration Opens**
Resident Members	Thursday, Aug. 13, 2026
Resident Non-Members & Non-Resident Members	Tuesday, Aug. 18, 2026
Non-Residents & Non-Members	Thursday, Aug. 20, 2026

FALL II	
Group	**Registration Opens**
Resident Members	Thursday, Oct. 8, 2026
Resident Non-Members & Non-Resident Members	Tuesday, Oct. 13, 2026
Non-Residents & Non-Members	Thursday, Oct. 15, 2026

Fair Share

The Recreation and Parks Department is primarily funded by taxes paid by residents and employees within Hilliard city limits. Therefore, proof of residency/income is required for those seeking Hilliard residency status and discounted rates for membership/program purchases.

Hilliard Resident: Anyone who lives within Hilliard Corporate Boundaries and therefore pays property tax to The City of Hilliard (Franklin County Auditor - Tax District 050 – City of Hilliard), receives the lowest rate.

Income Tax Resident: Anyone who works within Hilliard Corporate Boundaries and therefore pays income tax to The City of Hilliard qualifies for the Hilliard resident rate. This will be listed on a pay stub or tax documents. Any amount of income tax paid to the City of Hilliard in the household qualifies the household for income resident status.

School District/Non-Resident: Anyone who does not live or work within Hilliard Corporate Boundaries and therefore does not pay either property or income tax to the City of Hilliard pays the non-resident rate. Paying taxes to the Hilliard City School District does not qualify for Hilliard residency or income residency as these taxes fund the school district and NOT the operations of the City of Hilliard. The Hilliard City School District and City of Hilliard are separate entities.

Please provide one of the following as residency verification to receive Resident rate:

Document	Criteria
Franklin County Auditor	Name as homeowner on address.
Utility Bill to Current Address	Utility bill must be in your name.
Copy of Lease Agreement (Renters)	Your name must be on the lease.
Bank Statement with Current Address	Statement must have your name on it.
Mortgage Statement with Current Address	Must have your name listed on the mortgage.

Please provide one of the following city income tax verification to receive Income Tax Resident rate:

Document	Criteria
W2	Proof of taxes paid to the City of Hilliard.
Pay Stub	Proof of taxes paid to the City of Hilliard.
Letter on Letterhead	From Hilliard business verifying address of work location may require additional confirmation with Auditor.

Privacy

All identification and personal information collected will be used solely for account management, verification, and safety purposes and will be handled in accordance with applicable privacy standards.

Getting Started

Registering for programs online? You'll create your own username and password at **recandparks.hilliardohio.gov**.

Registering in person? A username and password will be created for you.

Download the Hilliard Recreation and Parks app for access at your fingertips.

Registering for Programs and Memberships

With a verified account, you can register online, in our app or in person at The Well. Use "Browse" in RecTrac or "Programs & Activities" in the app to find offerings that match your interests.

Important Reminders

Payment Methods: Credit cards, checks, eChecks (ACH transfer) and Apple Pay are accepted.

Payments made by check do not incur an additional fee.

A 2.75% plus $0.25 processing fee applies to all credit card transactions.

A flat $1 fee applies to each eCheck transaction.

Service fees are non-refundable.

Outdoor Pools: Cash, credit cards and Apple Pay are accepted. Checks are not accepted.

Accommodation Request

The City of Hilliard is committed to providing inclusive recreation programs. If your child needs accommodation, please contact a recreation supervisor before registering so we can discuss their needs and develop an appropriate plan.

Please make note that our programs are recreational, not therapeutic, and do not provide one-on-one or behavioral support services.

Accommodations may include support based on an IEP or 504 plan.

Courtesy and Rules

Upon purchase of any membership, visitor pass, or program registration, the purchasing adult(s) in the household must sign a waiver agreeing to our Code of Conduct. All visitors and participants must always follow the directions of staff members.

By entering a City of Hilliard recreation facility or participating in a Recreation and Parks Department program, you agree to abide by all rules and guidelines. Your cooperation helps us maintain a safe, welcoming, and enjoyable environment for everyone.

Failure to comply with policies and procedures may result in removal from the facility, program, or event without a refund.

Refunds

If We Cancel If a program or class is canceled due to low enrollment or other reasons, you will receive a full refund for the full listed cost of the program. *Service fees are non-refundable.*

If You Cancel All cancellation and refund requests must be submitted in writing to **recandparks@hilliardohio.gov** and are subject to approval per our cancellation policies. Any cancellations made less than 10 days before the start of a program are non-refundable.

Cancellation deadlines and fees may apply depending on the program.

General Refund Information

Refunds under $10 are credited to your household account, while refunds of $10 or more are returned to the original payment method.

Please note that refunds and transfers are not available for drop-in programs, pool passes, or facility memberships, including outdoor pool, Hilliard Social Center, and The Well memberships.

For general recreation programs including Preschool, Youth, Adult, Fitness, Aquatics, and 55 Plus, any cancellation or refund requested prior to 10 days before the start of the program will result in a full refund, minus a 10% administration fee. If a cancellation or refund is requested within the 10-day window, no refund is issued. If a refund request drops a program below minimum enrollees to run, no refund is issued. 55 Plus trip registration cancellations after the posted deadline are only eligible for refunds if there is a waiting list and the spot is filled.

Service fees are non-refundable.

For detailed information, review our full refund and cancellation policy at **recandparks.hilliardohio.gov/the-well/policies**.

Inclement Weather

In the event of inclement weather, the Recreation and Parks Department may close facilities or cancel/delay any program, special event, or drop-in activity.

These decisions are made for patron safety based on weather severity.

To get up-to-date closure information, call the weather hotline at **(614) 334-2598**, download our app (Hilliard Recreation & Parks), and check your email for updates on programs.

Discounts

Military Membership Discount 10% off memberships (The Well, HSC, outdoor pool) for military families. Military ID required.

Annual Well Member Discount Annual members (resident or non-resident) receive 10% off program registration.

Financial Assistance Program Hilliard Recreation and Parks is committed to making programs accessible to all. Qualifying Hilliard residents may receive reduced rates for select programs based on household income and available funding. Email **recandparks@hilliardohio.gov** for details.

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Download the Hilliard Recreation and Parks app today!