



Town of Newburgh Recreation Department Recreation Center, Desmond Center & Chadwick Lake Park

Frequently Asked Questions

Q. Can I register for Recreation programs online?

A. Yes. You can learn all about our offerings and register by visiting our website townofnewburgh.recdesk.com/Community/Home, create an account then proceed to register.

Q. How do I create an online account to register for a program/activity on the website?

A. For instructions how to do so, click the **HELP** tab.

Q. Once I register for an activity, will I receive any notice or reminder that the program is starting?

A. The only confirmation you will receive after an online registration is an email receipt once you have paid. You will **not** receive any further reminders. If you register in person at the Recreation Center, you will receive a printed receipt. Otherwise, you will only be notified if a program is cancelled. We do not send program reminders.

Q. How do I know if my activity/program/class is canceled?

A. You will receive notification from our office. For certain programs we will add a message on the home page of our website townofnewburgh.recdesk.com.

Q. My child is on a wait list for a program. How will I know when a spot has opened up?

A. You will receive a phone call. If you do not return our call within **24 hours** we will continue to the next person on the wait list. Keep in mind that we use the information that's in your online account, so it's important that it's up-to-date and accurate.

Q. Something came up and I need to cancel. What is the cancellation and refund policy?

A. Call the Recreation Department at 845-564-7815 to let them know you will be unable to attend. Please see our refund policy located under the **INFOFORMATION & FORMS** tab then Policies tab.

Q. What is the policy regarding inclement weather and cancellations?

A. The Desmond & Recreation Centers follow the Newburgh School District's decisions. If Newburgh Schools are closed, The Centers are closed. If there is a two-hour delay—the Centers are closed for the day

Q. If I don't have a computer, how can I register?

A. For those without computer access, you may visit the Town of Newburgh Recreation Office at 311 Rt. 32 Newburgh, NY 12550

Q. Is the Desmond Center Handicap Accessible?

A. Yes. We have a small passenger elevator and ground floor entrances plus handicap parking.

Q. Is the Recreation Center Handicap Accessible?

A. Yes. All class rooms are located on the ground floor plus handicap parking.

Q. Do I have to be a Town of Newburgh Resident to participate in programs, classes or trips?

A. No. Non-Residents of Town of Newburgh are invited to participate, a minimal additional fee is added.

Q. Where can I get a hard copy of class offerings?

A. You can print it off the website under **INFORMATION & FORMS** tab or stop by one of the Centers for a printed copy.

The Desmond Center, 6 Albany Post Rd., Newburgh, NY M-F 9am-1pm.

The Recreation Center, 311 Route 32, Newburgh, NY M-F 8:30am-4:30pm

Copies are also available at local Public Libraries.

Q. Are all programs/classes in-person?

A. Yes. The Centers do not currently offer "Zoom" or on-line courses.

Q. Are Desmond programs/classes only for people age 55 and up?

A. No. The Desmond Programs/Courses are for ALL adult learners.

Q. Are Desmond Instructors well-credentialed?

A. Yes. Our Instructors are highly-regarded and knowledgeable in their subjects. They are experienced professionals, educators, authors, teaching artists, professors, and advocates of life-long learning.

Q. Must I have my child's immunization records to register for Day Camp?

A. Yes. We cannot accept any registrations without immunization information.

Q. Do you cancel summer camp due to weather?

A. No. We do not cancel camp. For severe weather camp will relocate to the Recreation Department.

A. Basketball Camp- We try very hard to run our programs every day.

We make the decision to cancel due to weather the night prior. This will give you ample time to plan for travel arrangements to an alternate location, if necessary.

Q. Where can I purchase a Chadwick Lake Park pass?

A. Yearly and Daily passes can be purchased at the park's main entrance during regular park hours. Park hours vary monthly. Please see our Chadwick Lake brochure listed under the **INFORMATION & FORMS** tab to get more details.

Q. How do I reserve a pavilion at Chadwick Lake Park?

A. You can reserve a pavilion in the Park by first calling the Recreation Center at 845-564-7815 to see if the date you are interested in is still available. Please see our Chadwick Lake brochure listed under the **INFORMATION & FORMS** tab to get more details. All reservations must be done in person at the Recreation Center.

Q. Can I fish at Chadwick Lake Park?

A. Yes. Anyone 16 years of age or older must have a valid NYS Fishing License. You may obtain a NYS fishing license from the Town Clerk's office located at Town Hall, 1496 Route 300, Newburgh.

Q. Can I swim at Chadwick Lake Park?

A. NO. There is no swimming, wading or bathing in Chadwick Lake or tributaries to the Lake. Chadwick Lake is a reservoir that supplies the Town of Newburgh's drinking water.

If you have additional question please call one of the offices.