



## Town of Acton Recreation Department

472 Main Street  
Acton, MA 01720  
Phone: 978-929-6640  
Fax: 978-929-6333

Email: [recreation@acton-ma.gov](mailto:recreation@acton-ma.gov)  
Website: [www.acton-ma.gov/recreation](http://www.acton-ma.gov/recreation)

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### **FREQUENTLY ASKED QUESTIONS**

#### **1. What are your office hours?**

The office is generally open from 8:00am-5:00pm, Monday through Friday. The office may be closed during this time when staff members are conducting recreational programs, events, and off-site meetings. If staff members are not present you may submit forms and payment by slipping them under the Recreation office door. You will be contacted upon receipt.

#### **2. I have tried to call your office, but I have trouble getting through.**

The Recreation Department has an automated voice messaging service listing information options that address many questions. Press "0" to get through to the office. If no one is available to answer your call, please leave a detailed message including your questions so that we may call you back. During beach season, specific beach, swim lesson, or camp questions may be directed to NARA Park at 978-929-6641. Please note that staff may briefly step in and out of the NARA Park office.

#### **3. What is your Tax ID number?**

046-001-062

#### **4. How do I request a refund?**

##### **Classes and Programs:**

You may withdraw from a class program up to 7 business days prior to the start date. A non-refundable administrative fee of \$20 will be applied to all registrations. After that time, no refunds will be issued. Refund/withdrawal requests must be submitted in writing to the Recreation Department. Requests are not accepted through instructors. Two to three weeks are required for a refund to be processed. Refunds are not issued for classes missed due to weather conditions. Exception to policy: a written letter from a licensed physician excusing participant from a program prior to the 1<sup>st</sup> class.

##### **Tickets to Recreation Shows and Concerts:**

Tickets are non-refundable but can be transferred. Tickets can be purchased in person at the Recreation office or online at [www.acton-ma.gov/register](http://www.acton-ma.gov/register). Lost tickets are not the responsibility of the Recreation Department.

### **Bus Trips:**

The Bus Trip Refund Policy is outlined in the trip description. Participants may purchase trip cancellation insurance from the bus company at additional cost.

### **NARA Camp:**

A participant may withdraw up to 10 business days prior to the start of the session. A \$50 non-refundable fee will be applied for each session; \$20 for CIT sessions. Exception to policy: a written letter from a licensed physician excusing participant from NARA Camp prior to the 1<sup>st</sup> day of session start date. Refunds will not be issued due to weather conditions or water closure. All refund requests must be submitted in writing to the Recreation office. Refund requests are not accepted by NARA Summer Staff.

#### **5. Where is NARA Park?**

Access to the NARA Park lower parking lot is at 25 Ledge Rock Way, off Route 27/Main Street in North Acton. Access to the upper parking lot, leading to the sports fields, is at 75 Quarry Road.

#### **6. What is the NARA Park office phone number?**

978-929-6641 – This number is in operation from Memorial Day until the end of August.

#### **7. How do I rent a Town recreational picnic area or field?**

Go online to the Town of Acton website. Click on “Government” at the top of the page and select Recreation: [www.acton-ma.gov/recreation](http://www.acton-ma.gov/recreation). Click the “Fields and Facilities” tab and scroll to find the annually “Application for Use of Recreation Facilities.” Date availability and fees are not quoted until the form has been fully completed and submitted to the Recreation Department. Applications are addressed in the order received.

#### **8. How much does it cost to rent a picnic area or field?**

Our general rates are listed on the “Fields and Facilities” webpage. Click on the annually “Fee Schedule” to view the pricing chart. Fees are not quoted until the “Application for Use of Recreation Facilities” form has been submitted and reviewed by the Recreation Coordinator.

#### **9. Are scholarship funds available?**

Scholarships are awarded through the Doli Atamian Campership Program, Inc. Scholarships can be used for NARA Camp, swim lessons, and beach memberships for up to \$250 per child. Please call 978-263-0131 and leave a message to see if you qualify.

#### **10. Can we just go to NARA Park to have an outing?**

NARA Picnic Areas are generally rented out during most weekends of the summer. Enforcement of permits is handled by the Park Rangers and other NARA Staff. We encourage you to obtain a permit to secure your picnic area or field for your outing. If

you are using an area that has been rented, you must vacate the facility for the permit holder.

### **11. What is the dog policy in Acton?**

NARA Park has a Dog Policy that states dogs must be leashed at all times, as set forth by the Board of Selectmen, March 2007.

#### ***Acton Bylaws Relating to Animal Control:***

*E22. No person shall own or keep a dog, six months or older, within the Town unless a license for such dog is obtained from the Town Clerk. The license period is the time frame between January 1<sup>st</sup> and the following December 31<sup>st</sup>, inclusive. The fee for such a license will be determined by the Board of Selectmen in a public meeting.*

*E23. Any person who is the owner or keeper of a dog in the Town of Acton and who fails to license said dog within the time required by Chapter 140, Section 137 and 137A of the General Laws shall be subject to a penalty of twenty-five dollars (\$25.00) to be collected as provided by law.*

*E24. No person owning or keeping any animal in the Town of Acton shall permit the animal to go at large to the injury or nuisance of others. In addition, a dog should not go outside the boundaries of the property of its owner or keeper unless under the complete and effective control of said owner or keeper by means of a leash or otherwise.*

*E25. Owners or keepers of animals in violation of the foregoing section shall be subject to fines which shall be determined by the Board of Selectmen.*

### **12. Lost and Found: Who do I contact for an item that has been left behind at a field?**

Very few items are turned into the Recreation Department. We suggest that you contact the coach first and then try emailing the Recreation Department with your lost item at: [recreation@acton-ma.gov](mailto:recreation@acton-ma.gov).

### **What if an item is lost at the beach or NARA during the seasonal operating time?**

Try looking at the NARA Bathhouse office. There is a lost and found bin outside. You may also contact the Recreation Department or Acton Police Department non-emergency to report an item.

*Please note: The Town is not responsible for lost, stolen, or left behind personal items.*

### **13. Does Acton Recreation offer basketball programs and/or have basketball facilities?**

The Recreation Department offers youth basketball programs and clinics, but not leagues. All league inquiries should be made through Community Education at 978-266-2525.

**Acton Recreation Basketball Facilities (outdoor):**

- Robbins Mill Recreation Area, 61 Canterbury Hill Road, 1 Full Size Court
- Goward Field, 486 Main Street, 1 Jr. Size Court
- Gardner Field, 530 Massachusetts Ave., 1 Jr. Size Court
- Elm Street Courts, 19 Elm Street, 2 Full Size Courts – *Available to rent during summer months only*

**14. Does the Town have an indoor swimming facility?**

The Recreation Department does not run the indoor pool at the Acton-Boxborough Regional High School. For information about the indoor swimming facility and programs, please contact Community Education at 978-266-2525. Acton Recreation oversees NARA Park Beach operations from May through August. NARA Beach offers recreational swimming, swim lessons, boat rentals, and recreational fishing. For NARA Park, please contact 978-929-6641 (seasonal) or 978-929-6640 ext. 0 year-round.

**15. How do I obtain a Community Garden Plot?**

The Recreation Department announces the Community Garden sign-up day in our Fall-Winter Program booklet. Signups begin on the specified signup day and continue until all plots are rented. The Recreation Department administers plot assignments while the Natural Resources grounds crew performs site maintenance such as mowing and tilling. Please come in person to the Recreation Department office to rent a plot: 33 Nagog Park, Acton, MA 01720.

**Community Garden Locations:**

Morrison Farm Community Garden, 116 Concord Road (East Acton)  
North Acton Community Garden, 845 Main Street (North Acton)  
Hebert Farm Community Garden, 88 Prospect Street (South Acton)

**16. I want to work at NARA Park. When can I apply?**

NARA Park offers many seasonal job opportunities: lifeguards, camp counselors, snack bar attendants, park rangers, and parking attendants. New job applicants may apply as early as January for the following summer season. Please note that new applicant interviews do not start until mid- to late-winter. All employees are required to have a CORI check performed by our department. The Recreation Department will contact qualified applicants for an interview if a position is available. Applications can be found on the Human Resources page for the Town website: [www.acton-ma.gov/hr](http://www.acton-ma.gov/hr). All applications are submitted through Human Resources, not through the Recreation Department.

**17. How can I offer a program through the Recreation Department?**

The Recreation Department welcomes new class proposals. We ask potential instructors to prepare a detailed proposal including location, age group, price you intend to charge and any other details such as materials students must provide or items you provide, field space requirements, etc. Please contact our office for the current Class Proposal Form and submit to the Program Coordinator at: [recreation@acton-ma.gov](mailto:recreation@acton-ma.gov).

**18. We would like to perform at NARA Park as part of your concert series.  
Who do we contact?**

The Recreation Department asks potential performers to submit a promotional kit including band/performer background, previous venues, demo CD/DVD, and band fee for a two-hour gig. Performers provide their own sound. Please mail kit to:

Town of Acton  
Recreation Department  
472 Main Street  
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**19. How do I contact the various sports leagues within Acton?**

**YOUTH SPORTS:**

- Acton-Boxborough Youth Baseball, [www.abyb.org](http://www.abyb.org)
  - [registrar@abyb.org](mailto:registrar@abyb.org)
- Acton-Boxborough Pop Warner Football & Cheerleading, [www.abpw.org](http://www.abpw.org)
- Acton-Boxborough Youth Ice Hockey, [www.abyha.org](http://www.abyha.org)
- Acton-Boxborough Boys Youth Lacrosse, [www.ablax.org](http://www.ablax.org)
- Acton-Boxborough Girls Youth Lacrosse, [www.abgirlslax.org](http://www.abgirlslax.org)
- Acton-Boxborough Youth Soccer, [www.abys.org](http://www.abys.org)
  - [abysregistrar@gmail.com](mailto:abysregistrar@gmail.com)
- Acton-Boxborough Youth Softball, [www.absoftball.com](http://www.absoftball.com)
- Miracle League of Massachusetts, [www.miracleleagueofma.com](http://www.miracleleagueofma.com)
  - [info@miracleleague.com](mailto:info@miracleleague.com)

**ADULT SPORTS:**

- Acton Adult Softball League, [www.actonasl.org](http://www.actonasl.org)
- Men's Baseball (Acton Orioles)
  - [actonorioles@yahoo.com](mailto:actonorioles@yahoo.com)

**OTHER RECREATION CONTACTS:**

- Acton-Boxborough Community Education, <http://abce.abschools.org/>
  - 978-266-2525
- Boxborough Town Hall - 978-263-1116
- NARA Park Beach Office, Seasonal – Memorial Day through August
  - 978-929-6641

**20. What does NARA Camp do on rainy days?**

Our Bathhouse Pavilion has custom-made weather protection panels easily installed for rainy days. These panels enclose the Pavilion area, creating a spacious room in which campers play group games with their counselors, board games, puzzles, and may watch a movie. The camp also uses the Picnic Pavilion and Amphitheater on days with light rain.

## **21. How do I know if the fields are closed due to weather conditions?**

Leagues and field permit holders are aware of the Town of Acton's Field Use Weather Policy which is in effect at all times and must be abided by all user groups as outlined, regardless of closure or non-closure by the Recreation Department. If the weather is questionable, the Recreation Department tries to send an email notification to all the leagues by noon.

### **INCLEMENT WEATHER FIELD USE POLICY:**

Field closings are the responsibility of the Acton Recreation Department during weekdays, and group users on weekends. Regardless of whether the field is officially closed or not, a practice or game should not commence or continue on a field if:

- The field has standing water on it (i.e. puddles).
- Softball and baseball fields are often playable even with standing water on the infield (base paths should have no water).
- By playing on the field, the players are or would be damaging the field beyond normal wear and tear (i.e. tearing up the turf, creating muddy areas, etc.).
- Lightning is present. There is no exception to this rule.
- The field is saturated with water. Saturation is when you step on the field and water seeps up to your footprint, like a sponge.

## **22. In the event of inclement weather, how do I find out if an event is cancelled or postponed?**

Please check the Recreation Department's website ([www.acton-ma.gov/recreation](http://www.acton-ma.gov/recreation)) and Facebook for announcements of cancellations or postponements. New dates for postponed activities will be listed on the website as soon as they are arranged and confirmed.

## **23. How do I find out if swim lessons are cancelled?**

Swim instructors call the class members when a lesson has been cancelled. You may also call the beach and ask to speak to the Waterfront Director or a lifeguard to ask about a swim lesson: 978-929-6641.

## **24. How do I volunteer?**

The Recreation Department has many volunteer opportunities. Please email us at [recreation@acton-ma.gov](mailto:recreation@acton-ma.gov).

## **25. How can I sponsor or donate toward a special event?**

The Recreation Department seeks sponsors and donations toward events. Please email us at [recreation@acton-ma.gov](mailto:recreation@acton-ma.gov).

**26. How do I know if I have gotten into a program -- do you send a confirmation?**

No news is good news. Consider yourself in a program if you have not been contacted by us. If a class has been cancelled due to low enrollment, you will be contacted by the Recreation Department and issued a full refund.

**27. If I want to register for a program or rent a field in Acton, how do I know if the Acton Recreation Department or Community Education is responsible for it?**

Town of Acton Recreation, located at 33 Nagog Park, is a municipal department and oversees all municipally-owned recreational properties, including NARA Park. Acton Recreation can be reached by telephone at 978-929-6640 ext. 0, email at [recreation@acton-ma.gov](mailto:recreation@acton-ma.gov), or by visiting our website: [www.acton-ma.gov/recreation](http://www.acton-ma.gov/recreation).

Acton-Boxborough Community Education, located at the Administration Building, 15 Charter Road, is a department of the Acton-Boxborough Regional School District. Most of its programs are conducted on school grounds. It manages and permits school fields and facilities. Telephone: 978-266-2525, website: <http://abce.abschools.org/>

**28. How is the water quality at NARA Pond?**

State regulations require public swimming areas to be tested periodically for acceptable levels of E.coli bacteria. Like other ponds and lakes open to swimming, NARA is tested weekly. Testing is performed by the Acton Health Department on Mondays with a water sample sent to a lab. Results are available within 24 hours, after the required incubation period. A result exceeding 235ppm will trigger closing of the beach until daily follow-up testing shows a reduction to acceptable levels. NARA Beach closings are infrequent. Please contact the Board of Health for additional information at 978-929-6632.

**29. What is the length of the walking trail at NARA Park?**

The pathway around NARA Park is just under 1 mile. The pathway around the pond is just under ½ mile.

**30. Is sledding and/or ice skating allowed at NARA Park?**

Sledding and ice skating are at your own risk.

Sledding: The public is asked to refrain from sledding toward the Amphitheater or toward NARA Pond. Do not build sled ramps. Sledding is recommended on the hill toward the fields.

Ice Skating: We do not recommend skating on ponds or lakes. Conditions permitting, the Recreation Department occasionally makes an outdoor skating rink for your convenience and safety.