

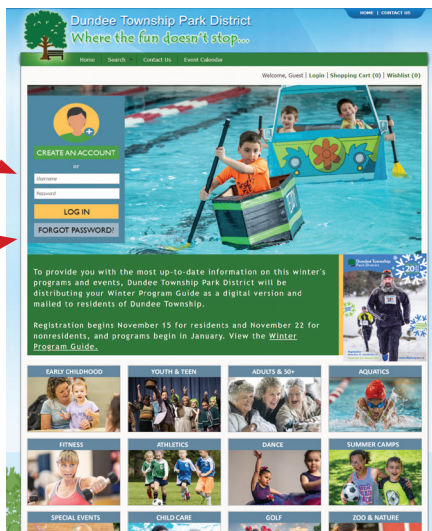
# Frequently Asked Questions ?

- **Do I have an account?**

If you have ever signed up for any programming with Dundee Township Park District before, you do have an account.

- **I forgot my username and/or password?**

Please click on the Forgot Password button and an email will be sent to you. **Please check your spam email folder if you have not received an email after clicking forgot password.**



- **How can I add additional members to my household account?**

Adding additional members to your household account online:  
My Account / Update / Household & Member / Click on Add New Member  
or in person at the Rakow Center or Randall Oaks Recreation Center.

- **Can Dundee Township Park District gift cards be used online for Pool Passes?**

Yes, Dundee Township Park District gift cards can be used at online check out to purchase a pool pass.

- **Can a pool pass be purchased as a gift for someone not in your household?**

Only pool punch passes can be purchased for those outside your household. Dundee Township Park District Gift cards can be purchased and used for the purchase of a pool pass.

- **Can I use my pool pass right away?**

Yes, pool passes can be used after purchase. Pool passes are valid from November 25, 2022-May 24, 2024.

- **What is considered a renewal pool pass?**

A renewal pool pass is if you have had a pool pass within the last summer season. (Summer 2022)

- **Are there dolphins at Dolphin Cove?**

Dolphin Cove Family Aquatic Center is home to Splash the Dolphin. **Splash is a mascot, not a real dolphin.**



- **I still need help?**

If you have any questions or problems, email us at [guestservices@dtpd.org](mailto:guestservices@dtpd.org) or visit <https://www.dtpd.org/registration-information/>