

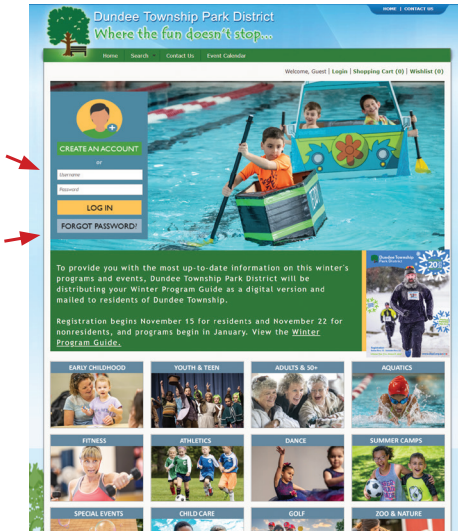
# Frequently Asked Questions ?

- **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 must be done in person at the Rakow Center or Randall Oaks Recreation Center. Proof of residency is needed for additional members. Please bring one of the following items for proof of residency: Current driver's license, utility bill, rent receipt, proof of ownership, or tax bill.

- **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 26, 2021-May 26, 2023.

- **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 2021)

- **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/>