2020 Summer Camp Registration
Frequently Asked Questions

Below are a list of Frequently Asked Questions about Summer Camp and Virtual Specialty Classes registration. If you do not see the answer to your questions below, please email cmbsummer2020@miamibeachfl.gov or call your neighborhood facility.

REGISTRATION FAQ's

1. **HELP! I don't know if I am ready for online registration! What can I do?**
   Don't panic, we are here to help! Please email cmbsummer2020@miamibeachfl.gov or call your local facility to check if your account is up to date and all your information is accurate. Verify that you have a resident pass and the grade your child is entering, and their age is correct. You can also do this by following these simple steps:
   - Visit register.miamibeachparks.com
   - Enter your username and password to login to your account
   - Click on "view shopping history" under the YOUR ARE LOGGED IN section.
   - Make sure your begin transaction date reflects 01/01/2018 & click "search"
   - Look for "Resident Membership" in your history. Ensure that this is reflected next each child's name in your household that you are registering.

2. **How can I update my child's age and grade?**
   Please email your request to cmbsummer2020@miamibeachfl.gov with a snapshot of your child's birth certificate/passport/report card or any other proof of age/grade you may have. Your request will be processed as soon as possible, and you will be notified of the changes by email or over the phone.

3. **How can I add a child into my account?**
   Please email your request to cmbsummer2020@miamibeachfl.gov with a snapshot of your child's birth certificate and report card. Your request will be processed as soon as possible, and you will be notified of the changes by email or over the phone.

4. **My child turns 5 after the start of camp, what do I do?**
   Children who are 5 AND entering kindergarten before the start of the program (June 15) are eligible to attend the Summer Camp program.

5. **How can I apply for financial aid?**
   Financial aid is available for Summer Camp for Miami Beach Residents who qualify. During this time, financial aid can be applied for through email. ***This should not prevent you from registering for summer camp***, simply register for the camp of your choice and make the minimum payment of $103. Your account will reflect a balance which will be adjusted once your financial aid application has been processed in full. Click here to download the Financial Aid Application. Email cmbsummer2020@miamibeachfl.gov to submit your application for financial aid with scanned or snapshots of all required documentation. Your

request will be processed as soon as possible, and you will be notified through email or over the phone. For more information and requirements for financial aid, [click here](#).

6. **How can I prove my Miami Beach residency to receive the resident rate?**
We are currently accepting all proof of residency online. [Click here for residency requirements](#). Once you have gathered all the necessary documents, you can simply scan or snapshot a photo of your proofs and email them to cmbsummer2020@miamibeachfl.gov. Your request will be processed as soon as possible, and you will be notified of the changes by email or over the phone.

7. **I have a balance, how can I register for summer camp?**
All outstanding balances on your account must be paid before you are able to register online for summer camp. If you have any questions or concerns, please email cmbsummer2020@miamibeachfl.gov . Payments can be made online by following these simple steps:
- Visit register.miamibeachparks.com
- Enter your username and password to login to your account.
- Click on "my account" at the top of the page.
- Click on ""pay balance" select all and add to cart.

8. **I want to pay with cash, what can I do?**
Payments online can be made with a not only credit cards and debit cards, but gift cards as well. We recommend you purchase a gift card in order to make an online payment to secure your spot in summer camp.

9. **What do I do if I cannot remember my username / password or I am locked out?**
Try resetting your password by [clicking here](#). If you are still have trouble, email recreation@miamibeachfl.gov and we will help you unlock your account.