



## **Activity Registration Policy**

**Policy Manual Section:** Municipal Services – Culture and Recreation

**Policy Number:** M-CR-005

**Authority:** P&R Committee Meeting

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**Department Responsible:** Culture and Recreation

**Revision Date:** N/A

**Review Date:** March, 2023

**Status:** Active

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### **Policy Statement**

The Town of LaSalle (hereby referenced as ‘the Town’) is committed to providing professional customer service during the registration process. This is established by outlining rules and policies that govern various steps during recreation activity registration.

### **Purpose**

The purpose of this policy is to provide transparency to the registration process for recreation activities.

### **Scope**

This policy applies to all recreation activities hosted by the Town.

### **Definitions**

- Activity shall be defined as a recreation program hosted by the Town.
- Participant shall be defined as those who are seeking registration in a Town activity.

### **Policy**

#### **Priority Registration**

The Town will accept early registration (priority registration) prior to the regular registration start date for an additional fee. The fee is outlined in Schedule F of the Town’s User Fee By-Law, as amended from time to time. Fees will be automatically applied at the time of registration during the priority period.

## **Regular Registration**

The Town will accept activity registration for all activities between the start date and end date of the registration period. Registration period start and end dates are subject to change between seasons. Registration periods will be communicated to customers in advance.

Registration is accepted on a first come first serve basis.

## **Registration Deadlines**

Registrations for Aquatic Leadership/Workshops/One-Day Courses must be done in advance to ensure adequate resources and supplies are available for participants. In some circumstances same day registration maybe permitted at the discretion of the Supervisor or designate.

For all program activities, registration may occur if three (3) or less classes have occurred. If three (3) or more courses have occurred, program registration will not be accepted. Customers who register after the start date of the program are entitled to a pro-rated fee to reflect the number of classes remaining in the program. Activity registration will not be accepted after the registration period ends.

## **Same Day Registrations**

Same day registrations may be permitted if space is available in the activity. Same-day registrations for day camp programs shall be subject to an administrative fee, as outlined in Schedule F of the Town's User Fee By-Law.

## **Registration Methods**

The Town accepts activity registration by phone and in-house at the Vollmer Recreation Complex during front desk hours. Online registration is also accepted any time at [lasalle.ca/register](https://lasalle.ca/register).

Participants must pay in full at the time of registration. Accepted methods of payment include credit card, debit card, cash and cheque. Spaces will not be reserved without payment.

## **Registration with P2P**

To register using P2P (Pathway to Potential) participants must reside within the Town of LaSalle and must provide proof of family net income. Registration is completed through the Department of Culture and Recreation and funding is applied on a first-come, first-serve basis. Participants are required to produce the updated and appropriate relevant financial forms annually.

Participants are required to pay a percentage of the program fees (a minimum of 10%). Percentage paid by participants could change based on factors such as funding and

availability. Funding is not guaranteed. Recipients can receive support up to a maximum dollar-value per year based on funding and availability. Funding is not guaranteed.

### **Waitlists**

When an activity has reached capacity, any further potential participants will be put on a waiting list. If a spot becomes available within the registration period, customers on the waitlist will be contacted in the order of waitlist registration. If the registration period has closed, waitlists will not be used.

Should a spot become available, all participants on the waitlist will be contacted by email. If an email address is not provided, an attempt will be made by telephone. Registration for the available spot(s) will be taken on a first come, first serve basis.

### **Pre-Admission for Drop-In Activities**

The Town may hold recreational activities that allow pre-admission. Pre-admission is a courtesy list that reserves a spot in advance without pre-payment. Payment will be required at the time of check-in, to the drop-in activity. Pre-admission may be used for drop-in activities such as public swims, recreational skates and Town events. Customers must register each individual participant looking to attend the drop-in activity. Pre-admission can be made online, in-house and by phone.

Pre-admission can be done for a drop-in recreational activity at the beginning of the sessional registration period.

Customers will receive confirmation of their pre-admission in writing to the email address on account. Customers must confirm their email address while completing a pre-admission request.

Customers with pre-admission must arrive within ten (10) minutes of the drop-in activity start time, in order to be courteous to those waiting. Pre-admission is no longer valid after ten (10) minutes into the drop-in activity start time.

### **Activity Transfers**

Activity transfers will be permitted if program space is available and if prerequisites are met. Customers may transfer a program registration at any time in the first three (3) classes of the program. If more than three (3) classes have occurred, program transfers will not be permitted.

All requests for transfers/refunds for Aquatic Leadership/Workshops/One Day Courses must be received in writing five (5) business days or more before the program start date.

Employees may be required to initiate a transfer based on the program participant's skill level, abilities and specific needs. These transfers will also be completed during the first

three (3) classes. In the event that a transfer of this nature cannot be accommodated, a pro-rated refund will be issued to the customer. No administrative fees will be charged.

Requests for transfers in day camp must be made more than five (5) days prior to the selected camp day.

Activity transfers shall be performed by the Customer Service Representative during front desk hours. Transfer requests may not be accommodated based on room availability, registration enrollment, instructor availability etc.

### **Activity Refunds**

The Town will issue refunds to customers based on the date the request for refund is submitted. All requests for refunds must be made to the customer service representatives. This request can be completed over the phone or in person at the customer service desk. All refunds will be processed as indicated below. Submission does not guarantee a refund. The refund process may take 4-6 weeks for processing. Please Note: Non-attendance and/or advising employees does not indicate a notice of withdrawal.

Refunds will be issued in the same method as the original payment. If payment was made by credit card, the refund will be issued back onto the same card. No cash refunds will be issued. If the payment was made by debit or cash a cheque will be processed and mailed to the address on the customer's account.

Customers may determine whether they would like the funds placed as credits on their account or back in the form of a refund. Should a customer elect to have their refund placed on their account for future activity, the \$10.00 administrative charge is waived.

### **Refunds initiated by the customer**

Requests received at least five (5) days prior to the activity start date:

- Customers requesting a refund at least five (5) days prior to the activity start date will receive a full refund. No administrative charge is applied.

Requests received less than five (5) days prior to the activity start date:

- Customer requesting a refund less than five (5) days prior to the start of the program they will receive a full refund less a \$10.00 administrative charge. Should the customer elect to put their refund on account in the form of a credit, the \$10.00 administrative charge is waived.

Requests received on the first day of the program until the third day of the program:

- Refund requests received on the first day of the program, up to and including, the third day of the program will receive a pro-rated refund with a \$10.00 administrative fee.

Requests received after the third day of the program:

- Requests for refunds submitted in writing after the third day of the program will not be eligible for a refund or credit, unless a medical note is attached.

Requests received after the completion of the program:

- No refunds will be issued.

### **Refunds initiated by the Town**

Should an activity be cancelled due to low registration or the program has been cancelled due to another reason, customers will receive a full refund or credit on their account. No administrative charges will apply. Where applied, customers will also receive a refund for any priority fees applied.

If a program participant is being asked to leave a program by an employee, the program participant will receive a refund or credit. No administrative charges will apply. Where applied, customers will also receive a refund for any priority fees applied.

### **P2P Refunds**

Participants that have paid with P2P or Jumpstart funding are not entitled to a refund or credit if a class has been cancelled or if the customer is withdrawn.

### **Cancellations and Closures**

The Town will make efforts to communicate cancellations and closures in advance through various methods such as phone calls, text messages, emails, social media and website updates. Examples of cancellations known in advance include the following:

- Minimum participant criteria not met
- Activity space no longer available
- Construction or maintenance periods

Cancellations made in advance are subject to refunds in accordance with the refund policy. Some cancellations may occur unexpectedly and abruptly. In the event of an abrupt cancellation, the Town will make efforts to contact those customers affected by the cancellation through emails, phones or automated text messages. In some circumstances, cancellations may occur without any advanced notice such as the following:

- Severe weather
- Pool fouling
- Emergency situation
- Mechanical failure

Cancellations that are beyond the control of the Town are not eligible for a refund.

## **Swim Lessons**

When aquatic programs are disrupted and in-water instruction is not possible, employees will attempt to provide alternative methods of instruction utilizing WaterSmart education. Private swimming lessons will be re-scheduled where possible. Participants enrolled in lessons where three (3) or more classes within the session were cancelled, will receive a refund or credit for one (1) lesson.

## **Phone and Voicemails**

Voicemails are monitored. The Town shall respond to all customer inquiries within a period of two (2) business days. Voicemails return calls are completed in a sequential order. During periods of high call volume (activity registration periods), phones may be answered less frequently.

## **Admission**

The Town utilizes a variety of methods to indicate proof of payment for activities. Such methods include but are not limited to wristbands, stamps, receipts and proof of payment cards. Customers must obtain their proof of admission from the front desk prior to reporting to their activity. Employees can collect or request to view the proof of admission at the activity location.

The Town of LaSalle is committed to ensuring the safety and supervision of all children and youth within the facility. Individuals looking to gain admittance into the aquatics centre will be admitted in accordance to the Town of LaSalle Aquatics Admission Policy. Admittance onto the walking track located in the Vollmer Complex fitness centre will be done in accordance with the Town of LaSalle Walking Track Policy. Town of LaSalle employees may deny access to a customer if adequate supervision cannot be provided.

## **Customer Pickup**

Documents for customer pickup will be stored at the Vollmer Complex front desk. These documents may include but are not limited to rental contracts, receipts of payment and report cards. Employees will notify customers that a document is ready for pickup. Documents for pickup must be picked up in a timely manner. Documents that are not picked up will be shredded and disposed of.

## **Protecting Personal Information**

In accordance with the Municipal Freedom of Information and Protection Act, personal information is collected under the authority of the Municipal Act, and will only be used for purposes related to program registration and facility use.

## **Policy Review**

This policy will be reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

## **References**

- Town of LaSalle Fee Schedule By-law
- Town of LaSalle Aquatics Admission Policy
- Town of LaSalle Walking Track Policy
- Town of LaSalle Records Retention Schedule

## **Review Dates**