



Activity Registration and Admission Policy

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Authority: Parks, Recreation and Events Meeting, PRE-09-23, PRE-04-24

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1. Policy Statement

- 1.1 The Town of LaSalle (hereby referenced as 'the Town') is committed to providing professional customer service and access to recreation activities for participants. This is established in this policy by outlining the rules regarding activity registration as well as criteria for admissions into recreation facilities, amenities and activities.

2. Scope

- 2.1 This policy applies to all persons entering a recreation facility or participating in recreation activities operated by the Town.

3. Definitions

- 3.1 **Activity (Drop-In)** shall refer to single-occurrence activities such as public swimming, skating or any other activity where registration is recommended but not required.
- 3.2 **Activity (Registered)** shall refer to activities where registration is required.
- 3.3 **Facility** shall refer to any Town-owned or operated building or outdoor amenity, including parks and trails.
- 3.4 **Facility Disruption** shall include power failure, mechanical failure, pool fouling or any other unscheduled delay of an activity.
- 3.5 **Non-Resident** shall refer to a participant who resides outside of the Municipality.
- 3.6 **Participant** shall mean a person attending an activity.

- 3.7 **Resident** shall refer to a participant who resides in the Municipality or is the owner or tenant of land in the Municipality.
- 3.8 **Town** shall mean the Corporation of the Town of LaSalle.
- 3.9 **Wheeled devices** shall include skateboards, rollerblades, roller shoes, bicycles or any other recreational wheeled device.

4. Policy

4.1 Activity Registration

- 4.1.1 The Town offers a priority registration period that is open to residents in advance of the regular registration period.
- 4.1.2 The Town will accept activity registration for all activities during the registration period. To register in an activity, full payment is required. Registration is accepted on a first-come, first-served basis. Registration is permitted if three (3) or fewer classes have occurred. Registration will be closed at the conclusion of the third class.
- 4.1.3 Registrations for aquatic leadership/single-day activities must be done in advance to ensure adequate resources and supplies are available for participants. Some courses require complete attendance and therefore registration will not be permitted after the activity start date.
- 4.1.4 Waitlist registration is permitted for activities with a full roster of registered participants. Should a space in the activity become available within the registration period, customers on the waitlist shall be contacted in the order of the waitlist registration.

4.2 Activity Transfers

- 4.2.1 Activity transfers will be permitted if activity space is available and if prerequisites are met. Customers may transfer an activity registration at any time in the first three (3) classes of the activity. After the third class has occurred, activity transfers shall not be permitted.
- 4.2.2 All requests for transfers or refunds for activities must be received seven (7) calendar days or more before the activity start date. In some cases, transfer requests may not be permitted due to course attendance requirements.
- 4.2.3 Transfer requests for day camps, pool rentals and birthday parties received more than four (4) weeks prior to the activity date are permitted. Requests received less than four (4) weeks prior to the activity start date are not eligible for transfers.

- 4.2.4 Employees may be required to transfer a participant to another activity due to the participant's ability level or specific needs. If a transfer of this nature cannot be accommodated, a pro-rated refund shall be issued to the customer. No administrative fees shall be charged.

4.3 Activity Refunds

- 4.3.1 The Town will issue refunds to customers based on the date the request for refund is submitted. All requests for refunds must be made in person at the reception desk or by phone. The refund process may take four (4) to six (6) weeks for processing and a confirmation email will be emailed to customers upon entering the refund request.
- a. Non-attendance in an activity by a participant does not indicate a notice of withdrawal.
 - b. If payment was made by credit card, the refund will be issued back onto the same card. No cash refunds will be issued at any time. If the payment was made by debit or cash, a cheque shall be processed and mailed to the address on the customer account.
 - c. If a customer would like their refund placed on their account for future activity registration, the administrative charge is waived. A credit on account is valid for twelve (12) months and can only be used for recreation services offered by the Town. After twelve (12) months, the credit on account will expire. A credit on account cannot be refunded to the original payment method.
- 4.3.2 Should a registered activity for the entire session be cancelled by the Town prior to the start of the activity, customers shall receive a full refund or credit on their account. No administrative charges will apply.
- 4.3.3 If a participant is asked to leave an activity by an employee, the participant will receive a pro-rated refund or credit. No administrative charges will apply.
- 4.3.4 In most cases, requests for an activity refund received at least seven (7) calendar days prior to the activity start date will receive a full refund. No administrative charge is applied.
- a. For all registered activities, excluding day camps, pool rentals and birthday parties, requests received less than seven (7) calendar days prior to the activity start date will receive a refund less an administrative charge. Should the customer elect to put their refund as a credit on account, the administrative charge does not apply.

- b. Requests received on the first day of the activity up to and including the third day of the activity will receive a pro-rated refund less an administrative fee.
 - c. Requests received after the completion of the activity will not be refunded.
 - d. Refund requests for day camps, pool rentals and birthday parties received more than four (4) weeks prior to the activity date are eligible to receive a full refund. Requests received between four (4) and two (2) weeks prior to the activity start date are eligible to receive a credit on account. Requests received less than two (2) weeks prior to the activity start date are not eligible to receive a refund or credit.
 - e. Requests received after the refund deadline will not be eligible for a refund or credit unless a medical note is provided by a physician indicating a participant cannot attend due to medical reasons. Refunds in this scenario will be pro-rated to when the medical note was received.
- 4.3.5 For all drop-in activities, requests received with less than twenty-four (24) hour notice are not eligible for a refund or credit.
- 4.3.6 Participants enrolled in a registered activity that is interrupted before half the activity is complete will receive a credit on account. If more than half of the activity for the day is complete, no credit will be applied.
- 4.3.7 Participants enrolled in a drop-in activity that is interrupted will not receive any refund or credit.

4.4 Aquatic Admissions

- 4.4.1 Aquatic admission restrictions are applied based on the age of the participant:
- a. Children six (6) and under are classified as non-swimmers. A parent or guardian must remain within arm-length reach in the water. A ratio of one (1) adult for three (3) children without lifejackets, or four (4) children with lifejackets is permitted. For the purpose of this policy section, an adult is considered those who are at least sixteen (16) years of age.
 - b. Children seven (7) to thirteen (13) who are able to pass a swim test are classified as strong swimmers. Children may swim without an adult present. Children ten (10) and under must still be watched by an adult on the pool deck. A ratio of one (1) adult for four (4) children without lifejackets, or eight (8) children with lifejackets is permitted.

For the purpose of this policy section, an adult is considered those who are at least sixteen (16) years of age.

- c. Children seven (7) to thirteen (13) who are not able to pass a swim test are classified as non-swimmers. An adult who is at least sixteen (16) must remain within arm reach in the water.
- d. Participants who are fourteen (14) and above may swim unaccompanied at any time.
- e. It is required that participants who are high-risk (have known medical conditions such as seizures, frequent fainting, or uncontrolled behaviour) are accompanied by an individual knowledgeable of their condition and responsible for their direct supervision. It is recommended that those with high-risk medical conditions wear a lifejacket.

4.4.2 The swim test evaluates a participant's ability to swim. To successfully complete the swim test, a participant must demonstrate comfort in the water, swim across the width of the pool twice uninterrupted and tread water for thirty seconds.

4.4.3 Pool slide use is restricted to participants who are at least seven (7) years of age and are a minimum of forty-two (42) inches tall.

4.5 Sauna and Spa Admissions

4.5.1 Participants must adhere to the following when entering the sauna:

- a. Participants with medical conditions should consult a physician before entering the sauna.
- b. Participants must shower upon entering and exiting the sauna and shall always wear proper swimming attire.
- c. Participants eighteen (18) and above are permitted to use the sauna.

4.5.2 Participants must adhere to the following when entering the spa:

- a. Participants with medical conditions should consult a physician before entering the sauna.
- b. Participants sixteen (16) and above are permitted to use the spa.

4.6 Fitness Admissions

4.6.1 Membership packages are available in the following options:

- a. Junior memberships are available for participants between twelve (12) and fifteen (15) years of age and are available in six (6) month or twelve (12) month terms. Junior memberships must be paid in the full at registration.
- b. Basic memberships are available in three (3) month and twelve (12) month terms and includes access to the fitness centre and walking track. Memberships can be paid in full or can be paid as monthly, pre-authorized withdrawals for the twelve (12) month term.
- c. Premium memberships are available in three (3) month and twelve (12) month terms and includes access to the fitness centre, walking track, leisure swimming, lap swimming, aqua fitness, group exercise and adult skating. Memberships can be paid in full or can be paid as monthly, pre-authorized withdrawals for the twelve (12) month term with no penalties for cancellation.

4.6.2 Membership discount amounts are outlined within the User Fee Schedule. Membership discounts are eligible for the following discounts, with a maximum of one (1) discount per membership:

- a. Same-household discounts are available for two (2) or more participants of the same household (same residential address) who are enrolled in a twelve (12) month membership. The participant(s) with the lower-value membership will receive the discount. Proof of same residence is required.
- b. Senior discounts are available for participants who are fifty-five (55) years or older and hold a twelve (12) month membership.
- c. Student discounts are available for participants who are enrolled in a secondary/post-secondary institution. Proof of enrollment is required.

4.6.3 Pre-authorized payments shall be automatically withdrawn on a monthly schedule.

4.6.4 Membership refunds are subject to refund fees outlined in the User Fee Schedule.

4.6.5 Participants must adhere to the following when using the walking track:

- a. Participants must hold a valid walking track membership and are not permitted to access fitness centre equipment.

- b. Participants must be sixteen (16) years of age to use the track unaccompanied. Participants between twelve (12) and fifteen (15) years of age may use the walking track if accompanied by a participant sixteen (16) or older, or may use the walking track unaccompanied during junior membership hours.
- c. The walking track is not permitted to be used for large groups or sports teams to warm up or exercise on.
- d. Wheelchairs, walkers and strollers are permitted on the walking track but must be clean and dry.

4.7 Facility Admissions

4.7.1 Participants must adhere to the following when entering a recreation facility:

- a. Participants must follow the direction of employees.
- b. Individuals entering the recreation facility must have a valid reason to attend the facility, such as participating in or spectating a recreation activity. Loitering is not permitted.
- c. Children ten (10) and under must be accompanied by an adult.
- d. The use of cell phones or cameras are not permitted in any dressing room or restroom.
- e. The use of wheeled devices are not permitted inside the facility.
- f. Animals, except for service animals, are not permitted inside the facility.
- g. Participants must adhere to the rules outlined within the Respect and Responsibility Policy.

4.7.2 The Town is not responsible for lost or stolen items. Lost and found items will be categorized by the following:

- a. Personal belongings such as clothing, swimwear and beverage containers will be held until the end of the business day on which they were turned into Town employees.
- b. Valuables such as electronics, wallets, identification will be held for approximately one (1) week and turned into LaSalle Police.
- c. Valuables such as jewelry will be held for approximately one (1) week.

5. Roles and Responsibilities

- 5.1 The Director of Culture and Recreation is responsible to oversee and administer this policy and may delegate authority to other employees to oversee and administer this policy.

6. References and Related Documents

- 6.1 Town of LaSalle Affordable Recreation Policy
- 6.2 Town of LaSalle Respect and Responsibility Policy
- 6.3 Town of LaSalle User Fee Schedule