



# Town of Whitby Policy

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| <b>Policy Title:</b>     | Recreation Programs Registration Policy |
| <b>Policy Number:</b>    | OPS 060                                 |
| <b>Reference:</b>        | Council Resolution #68-09               |
| <b>Date Originated:</b>  | March 9, 2009                           |
| <b>Date Revised:</b>     | Not applicable                          |
| <b>Review Date:</b>      | As required                             |
| <b>Approval:</b>         | Council                                 |
| <b>Point of Contact:</b> | Manager of Recreation                   |

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## Policy Statement

This document outlines the practices and procedures related to registration of Town of Whitby and Community Connection recreation and leisure programs to develop a registration process that is effective, customer friendly and minimizes risk to the Corporation of the Town of Whitby.

## Purpose

The purpose of this policy is to outline the registration processes, ensuring participants and staff are clear on roles, responsibilities and expectations.

## Scope

This policy applies to all registrants of programs offered through the Town of Whitby.

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## **1 General Policies and Procedures**

- 1.1** Most programs have limited registration and all registration is on a first come first served basis. All methods of registration will become accessible at the same time each registration session. No preference will be granted.
- 1.2** Registration fees, and/or programs are not transferable, but may be refundable in some situations.
- 1.3** The Town of Whitby, reserves the right to cancel or alter any classes, times, costs or locations as required without notice as deemed necessary. Participants will be refunded, credited or accommodated depending on the situation.
- 1.4** Each session, programs will be available for viewing by internet and by print copy prior to the start of registration.
- 1.5** Registrants are encouraged to retain original receipts. Participants who register by the internet must print a copy of their receipt at the time of registration. Duplicate receipts are subject to an administration fee.

## **2 Registration Methods**

- 2.1** Registration methods include in person at recreation centres, by fax, by mail or by the internet.

## **3 Payments**

- 3.1** Registration fees must be paid in full at the time of registration, unless otherwise stated. The Town of Whitby accepts cash, credit cards (Visa, Mastercard), Interac, or cheque made payable to the Town of Whitby. Internet and facsimile registrations must be paid by credit card.
- 3.2** Cheques returned by the bank must be replaced immediately. An administration fee will be charged for returned cheques and incomplete credit card transactions as per the fees set by the Corporate Services Department. The Town reserves the right to cancel registration or to revoke privileges until full payment is received.

## **4 Refunds**

- 4.1** If the Town of Whitby cancels a program, the registrant will receive a full refund.
- 4.2** If the registrant withdraws from a program, prior to the start date, a refund will be issued minus an administration charge.
- 4.3** If the registrant withdraws after a program has started, they can receive a pro-rated refund minus an administration charge or receive a pro-rated credit on their account.

- 4.4** Refunds requested by participants are subject to an administration charge. Town Staff have the authority to waive the administration fee subject to registration errors or medical reasons.

## **5 Waitlist**

- 5.1** In the event a course is full, registrants have the option of being placed on a waitlist and will be notified if a position becomes available. Drop off registration will automatically be waitlisted if the course requested is full. Waitlist registrants will have 24 hours to provide full payment to secure the position in the program.

## **6 Age Requirement**

- 6.1** In the event that age is a course requirement, program participants must meet the minimum required age by the end date of the program.

## **7 Risk and Waivers**

- 7.1** Risk is inherent in recreation activities. All registrants must sign a waiver of liability and indemnity at the time of registration.

## **8 Freedom of Information and Protection of Privacy Act**

- 8.1** Personal information on registration forms are collected under the authority of Section 11 of the Municipal Act, SO 2001, c. 25 and are used for the registration purposes in requesting recreation program(s). Questions regarding the collection of personal information should be directed to the Town of Whitby Records Manager, 575 Rossland Road East, Whitby, ON L1N 2MB.

## **9 Responsibilities**

- 9.1** It is the responsibility of the Manager of Recreation and the Manager of Marketing and Information Technology to ensure the policy is being adhered to and to recommend changes to the policy as required.

*This Policy is hereby approved by Council Resolution #68-09 on this 9<sup>th</sup> day of March, 2009.*