

REGISTRATIONS

This guide is organized by program category. Once you have selected a program of particular interest, please refer to the registration details and then complete a Program Registration Form and a Participant Profile – Medical/Additional Information (if applicable). All program-related forms can be obtained online at www.brampton.ca or from any Registration Location (see pages 4-7).

Some courses will reach capacity quickly, so be sure to register promptly. Additionally, some of the programs identified in this brochure operate in affiliation with the Recreation Division but offer an independent registration session. For information on Youth Sports registrations please see page 86.

GET YOURSELF REGISTERED – FIVE GREAT OPTIONS

| REGISTRATION METHOD | LOCATION/ ACCESS | REGISTRATION FORM | PAYMENT METHOD | CONFIRMATION RECEIPT DELIVERY* |
|---------------------------|---|--|--|---------------------------------|
| Online | Brampton e-Registration www.brampton.ca | Not required | Credit Card** | Print your own |
| Phone (touch-tone) | Interactive Voice Registration (I.V.R.) 905.874.3388 | | Credit Card** | Mail |
| In Person | Registration Locations (see pages 4-7 for locations) | Available at www.brampton.ca | Cash, Debit Card, Credit Card** | Provided at time of transaction |
| Drop-Off | | | Credit Card** | Mail |
| Mail | | | City of Brampton, Recreation Division, 2 Wellington St West., Brampton, ON, L6Y 4R2 | Credit Card** |

*Keep your Registration Receipt for future reference as it notes start/end dates, cancellation dates, etc. **We accept VISA, MasterCard, and American Express

REGISTRATIONS WILL COMMENCE MONDAY, FEBRUARY 4, 2019

FIRST TIME REGISTERING?

In order to register for any programs, you must first obtain a Family Account which can ONLY be done in person at any of our local Registration Locations (see pages 4-7). Once the account has been setup, you will be provided both your Family PIN and Client Barcodes which allows you to use online/telephone registration systems.

DO WE HAVE YOUR EMAIL ADDRESS?

In an effort to make our registrations paperless, we offer customers the option of receiving their Registration Receipt via email. Make sure that your Family Account has an accurate email address so that you can take advantage of this service.

WHY REGISTER ONLINE?

Online registration has become the most popular method for registration. It is fast and easy, and offers you the ability of registering without leaving the comfort of your own home.

ONLINE REGISTRATION FEATURES

- Did you forget your password? No problem. Request it online and it will be sent to you via email or you can contact 311 for assistance.
- Need a Registration Receipt? Log in and select the 'MY ACCOUNT' tab to reprint a receipt for current/past programs.
- Your session will 'time out' after twenty (20) minutes of inactivity.

WAITLISTS

Due to the popularity of our programming, you may find the course that you want is already full and you will be prompted to add your name to the waitlist. When on a waitlist, if a space becomes available or another opportunity opens up, you will be contacted by staff to offer you the spot. As well, by adding your name to the waitlist you help us identify the need for additional programming for our ever growing city.

WAITLIST ETIQUETTE

We would ask that you please consider the following when choosing to go onto a waitlist:

- Only waitlist once for each program, for each participant. Being on multiple waitlists does not increase your chances of getting into the program.
- Choose either to stay on the waitlist or register for the same program at a different time – but not both. By doing both, you limit the opportunity for another participant to enjoy our programs. Please be considerate and help us accommodate as many participants as possible.

QUESTIONS ABOUT PROGRAM REGISTRATIONS?

Please feel free to visit our website www.brampton.ca, or contact 311 if you have any questions.

GENERAL INFORMATION

OUR COMMITMENT TO YOU

It is our goal to provide you and your family with positive experiences that build great memories. If there is anything that we can do to assist in making your experience better, please let us know. On occasion, a program may not be the best fit. We want to work with you to ensure that all participants in the program are benefiting and at times, this may result in transferring, withdrawal, or providing an alternative solution.

DETERMINING RESIDENT STATUS

- **Residents:** If you or your landlord is paying property taxes in the City of Brampton, you are considered a Brampton resident (proof of residency will be requested at the time of registration).
- **Non-Resident:** If you or your landlord is not paying property taxes to the City of Brampton, you are considered a non-resident. A surcharge is applicable.

AGE REQUIREMENTS

In order to provide safe and enjoyable programming, age restrictions may be applied to certain program offerings. Children must be the minimum age required on the start date of the program (unless otherwise stated).

FAMILY DISCOUNT

Families that register three (3) or more children (under seventeen (17) years of age) from the same family, at the same time, in the same session, may be eligible to receive a 10% discount (some restrictions may apply).

DECLINED/RETURNED PAYMENTS

Any cheque or credit card payment that is not cleared from the financial institution will be subject to an administration fee of \$39.55 including HST. Declined or returned payments may result in a cancellation of services.

FEES AND HST

All precautions are taken to ensure that accurate information and prices are captured in this brochure. Rates are subject to change, pending City Council approval, and notice will be posted at all Recreation Centres.

- Fees do not include taxes (unless otherwise noted); programs designed for children fourteen (14) years and under or children with special needs are tax exempt.

PRE-AUTHORIZED PAYMENTS

Services are available for specific services/programs, for customers to facilitate scheduled payments over the course of a period of time. This process permits reoccurring payments to be directly debited from a customer's financial institution or personal credit card. Ask a Customer Service Representative for more details.

CREDIT AND ACCOUNT BALANCES

Any credits on your Family Account will be applied to pay for program registrations, memberships, and facility bookings. Please be aware that credits remaining on a Family Account for longer than one (1) year will be refunded.

ACTIVEASSIST

ActiveAssist is a fee subsidy program designed to help low-income families and individuals in Brampton participate in recreation programs. Confidentiality is always maintained. This assistance is given in the form of a credit to your account of \$275/person, per 12-month period.

How to apply for ActiveAssist:

- Complete the ActiveAssist Application Form (available online or at any recreation centre).
- Provide proof of residency (eg. utility bill, lease agreement, driver's licence, etc).
- Provide proof of total family net income.
- Provide proof of legal responsibility for all dependents listed on the application.

Note: A list of acceptable support documentation is available on the ActiveAssist webpage and application form. For more information, visit www.brampton.ca/recreation, email activeassist@brampton.ca or phone 905.874.2313.

AGE CATEGORIES

Unless otherwise stated in the brochure, the following outlines the age categories for admission/access to recreational programming.

| CATEGORY | AGE |
|-----------|-------------------------------------|
| Child | 10 yrs or under |
| Youth | 10 to 13 yrs |
| Teen | 14 to 17 yrs |
| Adult | 18 to 54 yrs |
| Student | 8 to 54 yrs (with valid Student ID) |
| Adult 55+ | 55 yrs or older |

PROGRAM-RELATED FORMS

Please feel free to access any of the following forms off our website. All of the forms are available in a PDF format which allows for electronic information input. All forms require an authorization signature prior to submission.

- Participant Profile – Medical/Additional Information
- Personal Information Record
- Pre-Authorized Payment Plan – Account Changes
- Pre-Authorized Payment Plan – Acknowledgement Form
- Program Registration Form
- Program Registration Form – Camp
- Refund Request Form

PROGRAM/SERVICE INFO

SUPERVISION OF CHILDREN

Our facilities are public places and open to all members of the community. To ensure the safety of all patrons, children under ten (10) years of age, must be accompanied by a parent/guardian of at least fourteen (14) years of age. Where attending a registered program, the child under ten (10) years of age need not be accompanied throughout the program (unless otherwise stated) however, the parent/guardian must remain in the building during the program (programs in excess of two (2) consecutive hours excluded).

All participants must be fully toilet trained and able to take care of their own bathroom needs. In circumstances where the participant requires assistance, they must be supported by a designated individual who is responsible for the child's needs.

SAFE ARRIVAL AND DEPARTURE

In order to ensure the safety of our participants, parents/guardians are required to accompany their child to the program area when dropping them off and come into the program area to pick them up. Please ensure that the staff member is aware of your presence when you return to pick up your child. In the event that your child is being picked up by someone else, please inform the staff member at the beginning of the program.

GOOD BEHAVIOUR GUIDELINES

The City of Brampton is committed to providing a safe and harassment-free environment. Coarse language, physical, aggressive, disrespectful or uncooperative behaviour is not acceptable. If inappropriate behaviour occurs, it will be recorded, reported and may result in removal from the program and/or facility.

PARTICIPANT CONDUCT

Please inform us of any family or behavioural concerns. Our staff will make every effort to accommodate your child's needs however, we reserve the right to withdraw your child from the program should their behaviour cause harm to themselves, participants, staff or property.

ALLERGEN REDUCED ENVIRONMENT

The City of Brampton has adopted an allergen reduced environment. Please avoid packing foods that contain common allergens such as peanuts or nuts of any kind.

MEDICATION

To ensure participants' well-being, please make sure that our staff is aware of any severe allergies or medical conditions. It is strongly recommended that children take any necessary medication at home under the supervision of a parent/guardian. Participants that require medication during program hours must have a parent/guardian complete and sign a Personal Information Record. Please ensure that all medication is submitted in its original container.

BREASTFEEDING FRIENDLY

The City of Brampton is a breastfeeding friendly organization and welcomes all breastfeeding mothers and children.

MISSED CLASSES

In order to provide the selection and variety of program opportunities, we regretfully cannot offer a make-up class in the event that a participant is unable to attend a program/class.

HOLIDAY PROGRAM CANCELLATIONS

Typically, registered programs will not be scheduled on public statutory holidays. Please refer to your registration receipt for specific course details.

ADVERSE WEATHER-RELATED CLOSURES

Every effort will be made to ensure that all Recreation facilities remain open during regular hours of operation, with programs and services to the public continuing to operate as normal. In the event of severe, adverse weather, please check our website www.brampton.ca for details.

CANCELLATIONS

The City of Brampton reserves the right to cancel or alter any program information outlined in this brochure without notice, if required, due to registration numbers, change of policy or availability of instructors/facilities.

INCLUSIVE PROGRAMS

The Community Services Department encourages and welcomes participants with disabilities. Admission fees may be waived for Support Persons accompanying a person with a disability, as long as the support person is not participating in the program/service (some restrictions may apply). Additionally, opportunities may exist for the individual to be registered for non-specific programming (please contact Inclusive Services staff at 905.874.2295 for more information).

DROP-IN PROGRAMS

Unless otherwise posted, admission to Pay-As-You-Go programming may begin fifteen (15) minutes prior to the program start time on a first-come first-served basis.

PHOTOGRAPHY & FILMING

Please note that to ensure the privacy of others, filming or photography may not be permitted during certain registered programs and/or drop-in programming.

ELECTRONIC DEVICES

In order to ensure the safety, comfort and privacy of all patrons using our facilities, the use of electronic devices (eg. cell phones, digital music players, portable video game consoles, etc.) are not permitted in change rooms due to the integration of cameras into these devices.

WITHDRAWAL REQUESTS

Please be advised that terms and conditions are subject to change. Please visit us online for the most up-to-date information.

On occasion, customers may need to make a change to their original purchase due to unforeseen circumstances. To allow for flexibility, the following withdrawal options (subject to some conditions) are available: program transfer, membership suspension, leaving a credit on the Family Account, or requesting a refund. Depending upon your purchase type (program, membership or rental) the following conditions will apply.

PROGRAM REGISTRATIONS

| TYPE | PRIOR TO PROGRAM START DATE | AFTER PROGRAM START DATE AND PRIOR TO THE 3RD CLASS | REQUESTS BASED ON MEDICAL REASONS |
|---------------------------|--|---|--|
| Credit/Refunds* | 100% of Program Fee | Pro-rated based on the date of the request | Pro-rated based on the date of the request |
| Administration Fee | N/A | \$10.00 | Waived with the submission of a medical note |
| Transfers | Transfers after the third (3rd) class will not be considered. Pro-rate will be applied for all classes already passed. | | |

*If the balance is less than \$30.00, a credit will be applied to the customer's Family Account. If the balance is \$30.00 or greater, the customer will be provided with the option of either applying it as a credit to the account or processing a refund. Receipt of the refunded amount may take up to six (6) weeks.

Program-related transfer/withdrawal requests are subject to the following conditions:

- Requests must be made no later than one (1) business day prior to the third (3rd) class.
- Requests will only be accepted in person at the specific program location.
- Requests received on or after the third (3rd) class will not be considered.
- Medical related requests must be accompanied by official medical documentation.
- Requests will be processed as of the date official notification is received and will not be backdated.
- Requests will be pro-rated to reflect the number of classes having already occurred.
- Refund requests are subject to a \$10.00 administration fee for each refund requested per person, per program.
- Exceptions may apply. Please visit www.brampton.ca/recreation for our full refund policy and list of all exceptions.

ANNUAL MEMBERSHIP (PAID IN FULL AT THE TIME OF PURCHASE)

| TYPE | PRIOR TO START DATE | AFTER START DATE | REQUESTS BASED ON MEDICAL REASONS |
|---------------------------|--|--|--|
| Refunds** | 100% of Membership Fee | Pro-rated based on the date of the request | Pro-rated based on the date of the request |
| Administration Fee | \$10.00 | \$10.00 | Waived with the submission of a medical note |
| Suspensions | Offered in any duration up to a maximum of forty-two (42) days (six (6) weeks) provided that the requested length does not exceed the remaining length of time left on the membership. | | |

**If the balance is less than \$30.00, a credit will be applied to the customer's Family Account. If the balance is \$30.00 or greater, the customer will be provided with the option of either applying it as a credit to the account or processing a refund. Receipt of the refunded amount may take up to six (6) weeks.

Annual Membership refund requests are subject to the following conditions:

- Only memberships paid in full at the time of purchase are eligible for suspension and/or refund requests; short term memberships are not eligible.
- Medical related requests must be accompanied by official medical documentation.
- Requests will be processed as of the date official notification is received and will not be backdated.
- Exceptions may apply. Please visit www.brampton.ca/recreation for our full refund policy and list of all exceptions.

RENTALS

| TYPE | FOURTEEN (14) DAYS PRIOR TO EVENT DATE | WITHIN FOURTEEN (14) DAY OF EVENT DATE | SAME DAY BOOKING |
|------------------|--|--|------------------|
| Refunds** | 80% of Rental Fee | No Refund | No Refund |

Rental refund requests are subject to the following conditions:

- Requests received within fourteen (14) days of the event date will not be considered.
- Balances of less than \$30.00 will remain as a credit on your account.