

## Recreation Program Registration Policy Township of Springwater

Approved: May 16, 2011

Effective: May 16, 2011

Next Review: May 2012

Department: Recreation, Parks &  
Properties

Subject: Program Registration

Policy Number: A09 RE

### A. Authority

The Township of Springwater is committed to offering residents and families programs throughout the municipality to support physical activity, leisure and recreation.

### B. Policy Statement

The purpose of this policy is to ensure a consistent and fair process for recreation program registration.

### C. Scope

This policy applies to all Township residents who wish to utilize recreation programs offered within the municipality.

### D. Definitions

“Township” – means the Corporation of the Township of Springwater.

“Course” – means recreation program offered by the Township of Springwater.

“NSF” – means Non-Sufficient Funds.

“Participants” – means a registered person who has paid to participate in a program.

“Registrants” – means a person who has registered to participate in a program.

### E. General

This Policy shall be administered by the Recreation, Parks & Properties Department.

This Policy shall be referred to as the 'Recreation Program Registration Policy'.

This Policy shall come into force on the day of passage.

This Policy shall be reviewed annually.

## **F. Authority**

The authority for the Recreation Program Registration Policy shall be by the approval of the Township of Springwater Council.

## **Appendix A: Procedures for the Recreation Program Registration Policy**

### **A. Registration**

Registration for recreation programs commences on September 1 for Fall/Winter programs and March 1 for Spring/Summer programs. The registration form must be completed and be accompanied by payment to be processed.

Options for registration include:

#### **1. Drop Off Registration:**

- Township Administration Centre (2231 Nursery Road, Minesing)
  - 705-728-4784
  - Monday to Friday, 8:30 am – 4:30 pm
- Elmvale Arena (14 George Street, Elmvale)
  - 705-322-2313
- Elmvale, Midhurst or Minesing Library
  - Operating hours for each library are located in the program guide

#### **2. Mail in Registration**

Mail registration, complete with registration form, cheque (payable to Township of Springwater) or credit card information – no cash – to:

Township of Springwater  
Attn: Recreation, Parks and Properties Department  
2231 Nursery Road  
Minesing, ON, L9X 1A8

Mailed in registration will be accepted after September 1 for Fall/Winter programs or March 1 for Spring/Summer programs and processed provided there is room for the registration upon receipt.

#### **3. Drop Registration in Box:**

Drop boxes are located at the Administration Centre, Arena and libraries.

#### **4. Faxed in Registration:**

Fax in completed registration form with credit card information to: 705-728-2759.

## **5. Emailed Registration:**

Email completed form with credit card information to: [info@springwater.ca](mailto:info@springwater.ca)

**Note:** Credit cards are accepted up to \$500 with applications provided that the completed registration form includes a signature of the credit card holder.

Postdated cheques are also acceptable when registering for a program and must be dated two weeks prior to the first day of the program or camp.

## **B. Program Information**

The Township reserves the right to withdraw, postpone, cancel, re-locate or combine classes, limit registration or change instructors. If there is space in program classes after it has commenced, participants may register but will be required to pay the posted fee. Programs will not be pro-rated.

Classes cancelled by the Township will be rescheduled based on facility and instructor availability. On occasion location, day and/or time may have to be adjusted.

The Township reserves the right to withdraw an individual's registration who jeopardizes the safety of other participants.

Individuals not registered in the program are not permitted to participate in the class.

## **C. NSF Cheques**

A \$12 fee will be charged to all NSF cheques issued for program registrations.

## **D. Refunds**

A \$20 administration fee is applicable for any cancellation.

No refunds will be provided unless at least 14 days notice is given to the Recreation, Parks & Properties Department prior to the start date of the program.  
Full refunds will be provided if the program is cancelled by the Township.

Participants will receive a pro-rated refund if a medical certificate is submitted to the Township before the halfway point of the course.

Cancellation of registration may be submitted by telephone or email. 3 weeks may be required to receive the refund. Cash/Interac/Cheque payments will be refunded by cheque from the Township. Credit Card payments will be refunded to the original card.

Registration credit can be requested by participants prior to the first class of the program. The credit can be placed on the participant's account which can be used towards the registration of another program within 12 months of processing the credit.

Transfers can also be issued if there is room in the program requested and provided the request does not affect the minimum numbers of participants in the current program.

## **E. Program Disruptions**

Weather or other circumstances may force the postponement or cancellation of a class. The instructor or Township will attempt to telephone each participant in the course to notify them of the cancellation. If an unexpected disruption causes a cancellation the Township will utilize ROCK 95 to advise instructors and participants. The Township will also update staff phone messages and the Township website ([www.springwater.ca](http://www.springwater.ca)) to note program cancellations.

## **F. Course Cancellation**

The Township may cancel any program that fails to meet minimum registration numbers. Registrants will be notified by phone of any cancelled programs. Those participants will be offered a full refund, credit or a transfer to another class (based on availability).

## **G. Minimum / Maximum Enrollment**

The Township offers a number of courses at various locations. As a result, some scheduled classes may not reach their required enrollment. Thus, the Township reserves the right to cancel any course for which enrollment does not reach the required minimum.

All programs are first come first served for registration. Should a program reach its maximum number of participants, a waiting list will be maintained at the Township Office.

## **H. Participant Accident Insurance**

All participants are responsible for their own hospital and medical insurance. The Township will not be responsible for any liabilities to person or property associated with participation in any program offered through Recreation, Parks and Properties.