# REGISTRATIONS

This guide is organized by program category. Once you have selected a program of particular interest, please refer to the chart below for ways to register.

Some courses will reach capacity quickly; 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 70.

## GET YOURSELF REGISTERED – FOUR GREAT OPTIONS

<table>
<thead>
<tr>
<th>REGISTRATION METHOD</th>
<th>LOCATION/ACCESS</th>
<th>PAYMENT METHOD</th>
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| 1. Online           | Brampton e-Registration  
www.brampton.ca | Credit Card |
| 2. Phone            | Service Brampton available 24/7  
311 or 905.874.2000 | Credit Card |
| 3. In Person        | Registration Locations  
(see Recreation brochure or website for location and hours of operation) | Cash, Debit Card, Credit Card |
| 4. 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 TUESDAY, AUGUST 6, 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 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, easy, and offers you the ability of registering without leaving the comfort of your own home.

### WAITLISTS

Due to the popularity of our programming, you may find the course 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 a spot. As well, by adding your name to the waitlist you help us identify the need for additional programming for our ever growing city.
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 benefit. At times, this may result in transfers, withdrawals, or alternative solutions.

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. Programs designed for children fourteen (14) years and under or children with special needs are tax exempt.

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

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

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).

FEES ASSISTANCE: 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.

PROGRAM GUIDELINES AND WITHDRAWALS

Important information regarding program guidelines and admission standards can be located online.
Visit us at www.brampton.ca/customercare for easy access to up-to-date information.

If you have registered for a program or membership and would like to withdraw, please consult our withdrawal/refund policy online at www.brampton.ca/withdrawal-refunds.