

6 Registration Information

Fall 2011 / Winter 2012 Registration Dates

- August 17** Leisure Guides are delivered
- August 17** Registration begins (Internet, Drop-Off, Fax & Mail). In-person registration available only at Donevan Recreation Complex and Northview Community Centre
- August 31** In-Person Registration available at all Recreation Facilities (see page 10 for facility hours)

How to Register

1



Leisure Online (Internet Registration)

24 hrs daily

- The easiest way to register! All you need is a Family PIN, Personal ID# and an email address
- Confirmation is immediate
- Visit us at www.oshawa.ca/lol

DON'T HAVE A FAMILY PIN? Activate your account today

Visit www.oshawa.ca/lol and click on 'My Account' tab for more information. Account activation can take up to 48 hours.

2



In-Person

During Facility Hours

- Visit a recreation facility during facility hours (see page 10) with your registration form
- Payments with credit card, cash, cheque payable to the City of Oshawa or debit are accepted
- Confirmation is immediate

NEW

In-person registration is now available at select facilities on the first week of registration (Donevan Recreation Complex, Northview Community Centre and South Oshawa Community Centre)

3



Drop-Off, Mail or Fax

- Drop-off, Mail or Fax your registration form with payment to a recreation facility listed on page 10.
- Payments with credit cards are accepted
- Confirmations will be mailed to you

Leisure
online

It's easy!

- ▶ Setup your personal account
 - ▶ Search for your favourite activities
 - ▶ Register online with our secure system
- www.oshawa.ca/lol

What are the benefits to register online?



Convenient



Time-Saving



Easy



Eco-Friendly

Fall 2011 / Winter 2012 Registration Form

Are you a new applicant? Yes _____ No _____ Has your address, email address or telephone # changed? Yes _____ No _____

PART A: Family Information - please print clearly

Adult/Parent/Guardian's Last Name		First Name		Sex M/F
Family Address		City	Postal Code	
Home #	Business #	Email		<input type="checkbox"/> I would like to receive Recreation & Culture e-newsletters
Emergency Contact Name	Emergency Contact Relationship	Emergency Contact Phone #		

Non-residents are now required to pay an additional 20% fee on all program registrations.

PART B: Participant Information - Can be used for more than 1 family member / IF PROGRAM IS FULL, APPLICANT WILL BE WAITLISTED

1. PARTICIPANT Last Name		First Name	Age	Birth Date dd/mm/yy	Sex M/F
Course Barcode #	Activity Name	Location	Day & Start Date	Time	Fee
Course Barcode #	Activity Name	Location	Day & Start Date	Time	Fee
2. PARTICIPANT Last Name		First Name	Age	Birth Date dd/mm/yy	Sex M/F
Course Barcode #	Activity Name	Location	Day & Start Date	Time	Fee
Course Barcode #	Activity Name	Location	Day & Start Date	Time	Fee
3. PARTICIPANT Last Name		First Name	Age	Birth Date dd/mm/yy	Sex M/F
Course Barcode #	Activity Name	Location	Day & Start Date	Time	Fee
Course Barcode #	Activity Name	Location	Day & Start Date	Time	Fee

PART C: Family Medical & Special Needs Information

Please complete the following information for all participants with medical or special needs.

PARTICIPANT Name _____

1. Severe Allergies 2. Physical/Development Impairment 3. ADD/ADHD 4. Behavioural Conditions 5. Other Special Conditions

Specify medical or special need: _____

Request one-on-one assistance Yes No

PART D: Photograph Release & Waiver

I give permission for City of Oshawa staff to take photographs of my child/myself during this program session for use in future promotional materials.

Signature: _____

WAIVER - All registrants must sign and agree to waiver.

I agree to release and save harmless the City of Oshawa, and its employees and other agents from any and all claims or other proceedings, regardless of who makes them, in respect of any damage or injury arising by reason of participation in the program by myself or the person(s) who are shown as the "participant(s)".

Signature: _____

PART E: Method of Payment

Cash Debit Cheque Amex MasterCard Visa

Card #

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Expiry Date

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 /

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 Total: \$

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**Non-residents: Please add 20% to the program fee.*

Card Holder Name (please print): _____

Signature: _____

8 Registration Information

Leisure On-Line (Internet Registration)

Internet Registration is the easiest and fastest way to register for your favourite program. Leisure On-Line is available 24 hours a day, 7 days a week at www.oshawa.ca/loI. Oshawa Public Libraries have computers for public access to Leisure On-Line.

Registration Forms

Registration forms are available on page 7 of this Guide and/or at all recreation facilities and online at www.oshawa.ca. Complete the entire form and be sure information is accurate, sign the form and include payment. If you are registering online - no registration form is needed.

Aquatic Semi-Private Lessons

Registration is by DROP-OFF or IN-PERSON only, at the specific recreation facility at which the program is offered (Eg. for semi-private lessons at Donevan Pool, register only at Donevan Recreation Complex). Refer to page 59 or 64.

Age Specifications

Participants registering for our programs must meet the age requirements by the last class in the program series, unless otherwise stated.

Program Fees & HST

The following Recreation & Culture programs & services are HST taxable:

- All city programs identified as youth over 14 years of age
- All city adult programs
- All city facility and sport field rentals
- All city memberships and admissions

All fees listed in this Guide include all material fees, award fees and applicable taxes. When registering on Leisure Online, the total program fee (including material fees, award fees and applicable taxes) will appear upon checkout.

All program, rental, membership and admission fees are subject to change.

Program Registration Payments

The total registration fee for programs are due at the time of registration. See page 6 for acceptable methods of payment. The City of Oshawa does not accept post-dated cheques for program registration.

Class Confirmation

Confirmation receipts and waiting list notices are issued at time of registration. If you have registered through mail or fax, your confirmation will be mailed. If you have not received confirmation one week prior to the program start date, please call one of the recreation facilities to confirm.

Returned Payments

An administration fee of \$30 will be charged for all returned payments that are forwarded to us by the bank. You will be required to replace your original cheque with cash, certified cheque, American Express, Mastercard, Visa or authorized debit.

Allergen Policy

The City of Oshawa, Community Services Department, advises all program registrants suffering from allergenic medical conditions, documented or otherwise, that they register at their own risk. The City of Oshawa, its employees, servants, agents, officials and contractors make no representations and will accept no liability regarding presence or absence of all allergens at facilities where programs take place.

Pro-rated Fees

Registrations received after the first class are not pro-rated (Community Services Department procedure PS-321-025). Please register before classes begin, to secure your space in recreation programs.

Refund Procedure

Full Refunds (or credits on account)

Participants will receive a full refund or credit on account if:

- Program is cancelled by Recreation & Culture Services prior to the start date of the program.
- Participant withdraws from a program up to seven (7) days prior to the start of the program.

Partial Refunds (or credits on account)

Participants will receive a partial refund or credit on account if:

- Refund request is received from the participant or guardian and the participant withdraws from a program less than seven (7) days prior to the program start date and before the second class.

All partial refunds will be pro-rated on the percentage of the program remaining at the time the refund request is received, and subject to a \$10.00 administration fee. Administration fees are waived if the participant accepts a credit on account for the amount of the eligible refund. If your original payment was processed by debit or credit card, your refund will be processed immediately. For original payments by cash or cheque, a refund cheque will be issued to the original registrant. Please allow up to 2 weeks for processing.

Refunds are not issued for refund requests received after the second class of a program, unless for medical reasons. In the case of a medical reason, a verified doctor's note is required to be submitted at the time of request for refund.

Refund Requests

- Non-attendance does not constitute notice of withdrawal.
- Requests for partial refund must be submitted on a Refund Request Form to any recreation facility in person or by fax.
- Refund Request Forms are available online and at every recreation facility


Non-Resident Charge **NEW**

Non-Oshawa residents will be required to pay an additional 20% non-resident fee on all program registrations listed in this guide.

Non-Oshawa residents will also be required to pay a 20% non-resident fee on all memberships beginning September 1, 2011.

Residents will be required to show proof of residency when purchasing a new membership, setting up a new account or making changes to address information.

Canada's Children's Fitness Tax Credit

All programs eligible for this tax credit are marked within this Leisure Guide by this symbol: 

The City of Oshawa offers eligible programs for the Federal Children's Fitness Tax Credit. Eligible programs for this credit have an age-appropriate level of physical activity to contribute to cardio-respiratory endurance and applicable to children under the age of 16. **Programs eligible for the tax credit must last 8 weeks with a minimum of one session per week.** Children's camps of one week or five consecutive days where 50% of the program time is devoted to physical activity; are also eligible.

Tax receipts will be issued to registrants of eligible programs by the end of February for the appropriate year.

For more information, visit the Canada Revenue Agency website at www.cra-arc.gc.ca/fitness

Ontario's Children's Activity Tax Credit

Many of the programs contained in this Leisure Guide are eligible for the Ontario Children's Activity Tax Credit. For further information about the tax credit, please visit the Ontario Government website at: www.rev.gov.on.ca/en/credit/catc

Photography in City of Oshawa Recreation Facilities

For the protection and privacy of all users in City of Oshawa facilities, patrons wishing to use video cameras or other photographic devices must receive permission from staff before filming.

The use of all cameras, cell phones, personal digital assistants (PDAs) and any other device designed to take photographs is prohibited in all changeroom and washroom areas in City of Oshawa facilities.

Assistance & Accessibility Programs

Durham Region Social Services

The City of Oshawa and Durham Region Social Services are able to offer Oshawa residents who are participants of Ontario Works or the Ontario Disability Support Program the opportunity to participate in leisure activities through this program. To determine if you are eligible, contact the Department of Social Services, Region of Durham at 905-666-6239.

Oshawa Residents 65 yrs +

Oshawa residents 65 years of age qualify for significant savings to recreation facilities and programs:

- Memberships are available at a reduced cost.
- A 35% discount is provided on the full program fee of adult instructional programs.

For more information about this program, visit any City of Oshawa recreation facility.

Canadian Tire JumpStart

The City of Oshawa is a proud partner with the Canadian Tire Foundation for Families in the Canadian Tire JumpStart program. This program provides financially disadvantaged children in Canada, 4-18 years of age, with the opportunity to participate in sports and active recreational activities.

To discuss eligibility in this program, please contact a Program Supervisor at any City of Oshawa recreation facility.



R.A.M.P.

(Recreation Access Membership Program)

This program is aimed at enhancing the accessibility of recreation facilities and programs. Oshawa residents with a permanent disability, are eligible for this program.

R.A.M.P. member benefits:

- Participants receive a free Level 1 (Swim, Skate & Walk) membership
- Participants receive a 35% discount on a Level 2 (Fitness Centres) membership

- Participants receive a 35% discount on registration for all Recreation & Culture Services programs.
- Participants can be accompanied by a caregiver to the recreation facilities at no additional cost.

Oshawa residents who are enrolled in the ODSP automatically qualify for this program.

NEW: Family R.A.M.P. Membership

The family of a R.A.M.P. member (who qualifies only through ODSP) is entitled to receive the same level of subsidization. Note: A "family" is defined as 2 adult parents/guardians and their immediate children who are under 18 years of age and residing at the same residence.

R.A.M.P. applications are available at the Arts Resource Centre, Civic Recreation Complex, Donevan Recreation Complex, Legends Centre, Northview Community Centre, South Oshawa Community Centre and online at www.oshawa.ca

Inclusion Services

The City of Oshawa encourages participation for all. Staff assistance to support participation in recreation programs is provided to Oshawa residents who have difficulties with mobility, visual or hearing impairments, medical conditions or intellectual/behavioural challenges. While we are not able to guarantee assistance in all cases, staff will work to assist you in accessing our programs.

Staff will assess the participant's need for assistance using the following criteria:

- Extra support is required in school
- Extra support or assistance is required at home for basic care
- A physical, development and/or learning disability exists that affects the safety of the participant or that of other program registrants.

A minimum of 3 weeks notice is required to assess and arrange for support. For further information please call Northview Community Centre at 905-432-1984.