Scarborough District Spring and Summer 2012 Registration Information

Register early.... Don't delay!

Welcome to the City of Toronto's recreation programs. Please read these pages carefully for information on how you can register for programs. Every effort is made to ensure the accuracy of this publication. We apologize for any errors that may have occurred. If there is a fee dispute, the City Council approved Parks, Forestry & Recreation User Fee Guide will apply.

IMPORTANT NOTICE: To use TTR or online registration, you need to have Family and Client Numbers. If you do not already have your numbers, please call a customer service representative at 416-338-4386 to get your Family and Client Numbers before registration day. Keep your Family and Client numbers in a safe place as they are permanent.

Scarborough District Registration Dates

Registration begins March 4 for:

- **Spring & Summer General Programs**
- **Spring Skating & Swimming Lessons**
- **Summer Camps**

In-person sites:

- Centennial RC (7AM-2:30PM)

Registration begins June 2 for:

- **Summer Skating & Swimming Lessons**

In-person site:

- Centennial RC (7AM-12NOON)

Registration begins June 2 for:

- **ARC–Afterschool Recreation Care Sept. 2012-June 2013 school year**

Registration/payments are only accepted at Toronto City Hall, and Etobicoke Civic Centre, North York Civic Centre or Scarborough Civic Centre or by calling 416-338-4386.

How to register

New Accounts – For new family accounts or existing account updates call 416-338-4386 and speak to a customer service representative (Monday-Friday 8:30AM-4:30PM). To be eligible to sign up for recreation programs, you need to have a Family Number and Client number for each member of your family before registration day.

Online (internet) Registration — Fast & Easy!

7AM-12MIDNIGHT

- Family & Client numbers required.
- Go to toronto.ca/torontofun and follow the link to Toronto FUN Online.
- You cannot use online registration after the course start date.
- Immediate printable confirmation.
- Receipts are not mailed if registering online. Print your confirmation page before exiting the registration process.
- Internet Explorer browser can select File-Save As from the menu and save the web page to your computer.
- Go to the My Account tab and view the history of your registrations.
- View confirmation online at toronto.ca/torontofun.

Telephone Assisted

7AM-4:30PM
(initial registration for March & June)

- Call 416-338-4386 and speak to a customer service representative.
- View confirmation online at toronto.ca/torontofun or call 416-338-4386 the day after registration.

In Person

- Register in person at one of the listed civic centres or community centres, as noted in the shaded box.
- View confirmation online at toronto.ca/torontofun or call 416-338-4386 the day after registration.

Touch Tone Registration (TTR)

7AM-12MIDNIGHT

- Family & Client numbers required.
- Call 416-338-0000 and follow the voice prompts.
- You cannot use TTR after the course start date.
- You can also call 416-338-0000 for confirmation of programs the day after registration
- Remember to make a payment, if required, before exiting the system or press ZERO to speak to a customer service representive.
- View confirmation online at toronto.ca/torontofun or call 416-338-4386 the day after registration.

How to use Touch Tone Registration

- Dial 416-338-0000.
- Listen to the entire voice instruction menu.

To register for a course:

1 Press **1**.

2 Enter Client Number slowly, then press the **pound key**.

3 Enter Family Number, then press the **pound key**.

The system will tell you if you have a balance owing on your account. If you have an account balance owing, you must pay off this amount after you have registered for your programs, even if these programs have no fees or you will lose your registrations.

4 Press **1** again, to register for a course.

5 Enter Program Code, then press the **pound key**.

The system will read back the course and location you have selected, and ask you to choose one of the following:

Press **1** To register for the course.
Press **2** To select a different course.
Press **9** To return to the main menu.
Press **0** To speak to a customer service representative.

6 Press **1**. The system will say, "You have registered successfully."

DON'T HANG UP!

You will then be asked to press:

1 To register for a new course (for the same client).

2 to register a new client (repeat steps 2-6 from above).

3 To make a payment (for the course in which you just registered and any balance owing).

9 To return to the main menu.

0 To speak to a customer service representative.
If you press 0, and you have an account balance owing, your registrations will not be recorded, even if you heard "You have registered successfully."

Star Key to exit the system.

If you press the **Star Key**, wait and listen to the message. Press the **Star Key** again only if you have no balance owing and your course is free. If you have an unpaid balance owing and press the **Star Key**, instead of **3** to make a payment, you will lose your registrations, even if you heard "You have registered successfully."

7 Press **3** to pay after you have registered all programs for all clients.

8 After you press **3**, you will be asked to enter your American Express, MasterCard or Visa number, then press the **Pound Key**.

9 You will then be asked to enter the expiry date, then press the **Pound Key**.

10 You can now press the **Star Key** to exit the system, as you have successfully completed the registration process. If you wish to speak to a customer service representative at this stage, press **0**. You will not lose your registrations at this stage, if you've made a payment.

Registration Policies

Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement

Please Read Carefully! I recognize that risk of injury or potential health risk may be involved in participation in any City of Toronto Parks, Forestry & Recreation program/activity. I hereby willingly assume such risk of injury or health risk for myself or for any person(s) for whom I am in law responsible and assume full responsibility before, during and after my/their participation in the program/activity and any associated or related activities. In consideration of the acceptance of my application and the permission to participate in the program/activity, I, for myself, my heirs, executors, administrators, successors and assigns HEREBY RELEASE, WAIVE, AND FOREVER DISCHARGE the City of Toronto, all other organizations, associations and companies associated with any of the programs offered by the City of Toronto, and all their respective agents, employees, officials, servants, contractors, representatives, elected and appointed officials, successors and assigns OF AND FROM ALL claims, demands, damages costs and actions whatsoever and however caused, arising or to arise by reason of my/their participation in the program or any of its associated activities.

Residency Requirements

Program registration priority will be given to residents of the City of Toronto.

Residents

Residents are people who live in Toronto, or own a residential or business property located in the City of Toronto. When you register for a program or attend your first class, you may be asked to prove your residency by presenting, for example, a current utility bill, assessment notice or telephone bill with your current address. If proof of residency is not provided, the non-resident fee will be applied.

Non-Residents

Non-residents do not reside in, own property in, or own/operate a business in Toronto (as defined by 'M' series postal codes).

- Non-residents must wait 10 days after the initial registration date(s) to register for programs.
- **Non-residents must pay a $36 non-resident fee in addition to the program fees.**
- Non-residents must pay a minimum $69 non-resident fee for free programs.

Multiple Registrations

Registrants can register members of their own immediate family only. Registration for more than one family is not permitted.

Older Adults' Discount

Clients 60 years+, who register for adult programs are eligible to receive a 50% discount off the full adult rate. Older adult discounts do not apply to Older Adult programs, contracted, partnership or third-party programs.

Age Specifications

Registrants must reach the specified age of the program by the first day of class.

Medical Information

When registering for one of our programs, please advise a customer service representative of any medical or special needs information that you would like us to know.

Camp Extended Care Program

The extended care option is only for participants registered in a City of Toronto Parks, Forestry & Recreation camp program.

Payments

Payment Methods

Payment options available to you depend on the registration method you choose. Payment must be made in full at the time of registration to have your registration considered complete.

Online, Touch Tone and Telephone Assisted: Payment by American Express, MasterCard, VISA or advance account credit.

Advance Account Credit: If you do not have a credit card and wish to use online, TTR or telephone assisted registration, go to any community centre (excluding North York District), Toronto City Hall or the Etobicoke Civic Centre, North York Civic Centre and Scarborough Civic Centre to establish a credit on your account. Advance credit payment by cash, credit card or cheque is accepted. Note: Credit on account does not guarantee registration.

Drop off registration: Payment by cheque or credit card. Unused cheques will be disposed of.

In Person registration: Payment by cash, cheque or credit/debit card.
Cheques should be made payable to: "City of Toronto".

If your cheque does not clear, you must pay by cash, certified cheque or credit card (within two business days) the outstanding balance plus a $35 NSF (non-sufficient funds) administration fee. A $35 NSF administration fee may be charged for accounts with declined credit cards.

Prorating Program Fees

Program fees are prorated based on the number of classes remaining. For evaluated or instructional programs (e.g. swimming), prorated registrations will be allowed up to the third class.

Partial Payment

When you register for a program that costs more than $100, you have the option of paying in two installments. Fifty per cent (50%) of the course fee must be paid when you register, and the remainder is due five weeks before the last day of the program. The partial payment option is available by calling one of our customer service representatives at 416-338-4386.

Confirmation/Receipts

In support of our greening initiative, receipts for online registrations will no longer be mailed. A confirmation/receipt will be mailed approximately two weeks after registration for non-online registrations. If you have not received your confirmation, please proceed to your first class/program. If your mailing address has changed call 416-338-4386 to update your information. You can also check your registrations by calling 416-338-0000 and following the instructions for reviewing registration information or online at toronto.ca/torontofun.

Review your personal information and call 416-338-4386 with any changes. Keep your receipts for your records. If you do not receive your receipt two weeks after registering, call 416-338-4386. Any receipt reprint at a later date will be subject to a $10 replacement fee.

Fee Information

Fee calculations are rounded to the nearest dollar and include 13% HST where applicable. Fees maybe subject to change subsequent to City Council's approval of the 2012 budget.

Program Cancellation & Attendance

Program Cancellation

You will receive a full refund or credit if the program for which you have registered is cancelled by Parks, Forestry and Recreation.

Program Attendance

If you miss classes that are not cancelled by Parks, Forestry and Recreation, make-up classes or account credits will not be provided.

Class Cancellation

In the event of a class cancellation due to extenuating circumstances, such as weather emergencies or power failures, every effort will be made to make up the class on another date.

Non-Attendance Policy

Free programs offered by the City, at designated priority centres, often have waiting lists.

If you are registered for a free program and your plans to attend change, please be considerate and call 416-338-4386 or visit your local community centre, Toronto City Hall or the Etobicoke, North York and Scarborough Civic Centres to withdraw from the program. If you do not attend, recreation staff may contact you and ask you to leave the program so that someone else can take your place.

Transfers, Withdrawals, Refunds and Credits

Transfers

A transfer fee of $10 (per person/per course) will be applied to any client initiated request to move from one program to another or from one class to another. Transfers must be requested prior to the third class/day and will be prorated. Transfers are not permitted for certification programs or as determined by Parks, Forestry and Recreation Staff.

Withdrawals, Refunds and Credits

All registration cancellations/withdrawals must be initiated, and followed in writing, prior to the start of the program's third class/day only. No refunds or credits will be considered after this date. Withdrawals will be prorated based on the date of withdrawal, not based on attendance in the program. Programs that operate beyond 12 weeks will be considered for withrawals up to half of course. A **$10 administration fee** will be deducted per person, per program for all refunds, withdrawals and credits. Requests must be submitted in writing, dated and delivered in person to the Customer Service Section at Toronto City Hall or the Etobicoke Civic Centre, North York Civic Centre and Scarborough Civic Centre or fax it to 416-392-1551*. For a request form, visit toronto.ca/parks/pdf/torontofun/waiver.pdf.

***Fax Alert:** Sending personal information by fax is not a secure means of transmission. It is recommended you complete and return the form by regular mail to:

Parks, Forestry & Recreation – Customer Service
Toronto City Hall, 100 Queen Street West, 1st floor
Toronto, ON M5H 2N2

Call 416-338-4386 for more information, Monday to Friday 8:30AM-4:30PM.

There are no refunds for memberships, passports and punchcards. For camps that have an added consumable fee, there is no refund of the consumable fee once the program starts. Credits of $10 and under will stay on account and will not be processed as a refund due to costs. For your convenience and easy access to Parks, Forestry & Recreation programs and facilities, credits will remain on accounts for three years.

Account Disputes

Account disputes must be registered in writing or requested to be resolved within the calendar year of registration (in the case of December, winter registrations within three months). Please note, you can review your account history through our online registration at toronto.ca/torontofun or by speaking to one of our Customer Service Representatives at 416-338-4386.

Personal Information

Confidentiality of Personal Information

All information collected by the City of Toronto is maintained in accordance with established policies and procedures related to confidentiality.

Information Collection

The personal information collected is collected under the authority of the City of Toronto Act, 2006, ss. 8, 74 & 136, and the City of Toronto Municipal Code Chapter 441, Fees and Charges and Chapter 608, Parks. The information is used to process your application for program participation; the registration of individuals in programs; payment of fees; collection of outstanding fee amounts; aggregate statistical reporting, contacting clients regarding upcoming programs, and, additional mailings, including newsletters/surveys.

Questions about this collection can be directed to: Parks, Forestry & Recreation – Manager, Customer Service, Toronto City Hall, Fl. 1, 100 Queen St, W, Toronto, ON, M5H 2N2 or call 416-392-1902.