We are transforming our registration and facility/space booking system. We want to hear from you!

Here’s how you can get involved:

• Attend a drop-in consultation this fall
• Become a Digital Citizen Advisor
• Complete an online survey

Please visit [toronto.ca/engagepfr](http://toronto.ca/engagepfr) for information and to register.
Welcome to recreation! The City of Toronto provides many opportunities for you to enjoy indoor and outdoor activities during the fall and winter in its extensive network of recreation centres and parks. Maintaining an active lifestyle is made easier through the many programs, services and spaces that are available and we encourage you to take part in activities to help you achieve your health and wellness goals, engage in your community, and build your leadership skills.

**Participate:** Over 1 million program hours are offered annually for every interest, age, and ability. The FUN Guide provides you with a list of the programs and services that are offered city-wide and if you prefer to take the digital route, toronto.ca/rec allows you to search for your favourite programs or find recreation centres close to you. Learn to swim, take part in a fitness class, participate in your favourite art or sport, or meet new friends—the possibilities are endless!

**Explore:** If venturing out into nature is your preferred pastime, explore one of our parks and trail systems to go for a stroll and enjoy the fall colours or cross-country ski on newly fallen snow. If you like to lace up your skates and enjoy brisk weather, our many outdoor ice rinks and skating trails are ideal places to spend some of your leisure time. Bundle up and join us for some fun!

**Space is available:** For community groups, private rentals, birthday parties, sports groups, celebrations and more! Please visit the website or call 416-396-7378 for information on booking a community facility, arena and/or sports field.

**Become involved:** If you have time and interest in volunteering please let us know. Visit toronto.ca for information on the many volunteer opportunities in Toronto.

Join the team: If you would like to consider an employment opportunity, we are always looking for recreation staff to join our team. Please visit the website to learn more about recreation job opportunities and how to apply.

Whether indoors or out, we hope that you stay active and spend some time with us this fall and winter.

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Howie Dayton
Director, Community Recreation
City of Toronto

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**Canoe Landing Recreation Centre Update**

Centrally located in the vibrant City Place community, Canoe Landing Community Recreation Centre will include:

- Two double gyms
- Spin studio
- Teaching kitchen
- State-of-the-art indoor running track
- State-of-the-art indoor playground
- Multi-purpose rooms of varying sizes
- Fitness studio
- Children’s space
- WiFi

Canoe Landing will feature the City of Toronto's first active roof with a basketball court, walking track, lounge area and garden surrounded by City of Toronto Green Standard sustainable features including a green roof and solar panels.

This facility is currently under construction. For programming updates and information about this collaborative multi-use facility visit toronto.ca/canoelanding.
CONNECT WITH YOUR CITY

STAY UP TO DATE
City Update e-newsletter, news releases and City initiatives:
toronto.ca/e-updates

Have your say at public consultations:
toronto.ca/get-involved

Check out events and festivals:
toronto.ca/events

MAKE THE RIGHT CALL ONLINE AND BY PHONE
3-1-1 for City services and programs
toronto.ca/311
416-808-2222 for non-emergency police matters
torontopolicy.on.ca/core
9-1-1 for emergencies where people or property are at risk

GET SOCIAL WITH US

Cityofto
@cityoftoronto
@311toronto

toronto.ca
How to contact us:

Call 311
24 hours a day/seven days a week

- General Parks, Forestry and Recreation information
- Parks and Horticulture
- Urban Forestry
- Toronto Ski and Snowboard Centres

Call 416-396-7378:
Monday through Friday 8am-5pm

- Recreation registration
- Recreation programs
- Facility bookings/permits
- Client services
- General inquiries

Visit us on the web:
24 hours a day/seven days a week

- toronto.ca/311
- efun.toronto.ca
- toronto.ca/rec
- booking.toronto.ca/booking
- toronto.ca/ferry
- toronto.ca/trees

Note: Program locations and information (dates/times/fees/days) are subject to change or be adjusted without notice. At time of print, not all locations have been confirmed.

Recreation Jobs

Whether you are looking for your first job, a part-time job, or possess a specialty skill that you want to put to work, we’ve got something for you.

Recreation positions include swim instructors, dance instructors, camp counsellors, special needs program staff, facility attendants, after school program leaders and many more.

To create your profile and apply online, visit toronto.ca/recjobs

Call 311
Step 1: Create a New Account

To sign up for recreation programs you will need Client and Family Numbers. There are three ways to get these numbers:

1. **Email:** complete the New Family Account form (pdf) and e-mail to pfrcustomerservice@toronto.ca (please make sure that you save the completed form)
   
   Download the New Family Account form at toronto.ca/parks/registration

2. **Fax:** complete the form and fax to 416-392-1551

3. **Phone:** 416-396-7378 to speak to client services representative from 8am to 5pm, Monday to Friday.

How Client and Family Numbers Work

The family number is attached to the primary contact person for your family account; any mail or communications related to your account will be sent to this person.

A client number is attached to each person in your family and will allow you to track account transactions for each family member.

Once you have an account, you can register for programs, check your account transactions, registration status, and print and save your receipts (they are not mailed).

Visitors or Non-residents to Toronto

People who live in the city, or own a residential or business property located in Toronto are considered residents and they get first priority for recreation programs.

Visitors and non-residents are welcome to register for programs, but please note that registration opens 10 days after the initial registration date, and:

- $45 fee is applied to each program
- $92 fee is applied to each free program.

Step 2: Have a Payment Method

**Payments Accepted**

**Major Credit Cards:** VISA, Mastercard and American Express are accepted for any registration method (online, or in-person with help from staff). Combination Visa, MasterCard debit/credit cards will only be accepted at in-person registration only at this time.

**Cheques** can be used for in-person registration. Cheques should be made out to “City of Toronto”.

**Cash** can be used for in-person registration.

**Credit** added to your account can be used for any registration method.

**Adding Credit to your Account**

If you prefer to provide payment in-person or if you do not have access to a credit card, you can go to the following civic centres – City Hall, Etobicoke CC, North York CC and Scarborough CC or community centres that offer on-site registration to add a credit on your account. This payment can be made by cash, cheque (made out to “City of Toronto”), debit card or major credit card (VISA, Mastercard or American Express).

Note: Credit on account does not guarantee registration

**Fee Subsidy (Welcome Policy)**

The City of Toronto is committed to providing access to recreation opportunities for all Torontonians. The Welcome Policy (more on page 147) provides fee subsidies to those in need, enabling access to any Parks, Forestry and Recreation registered program.

**Older Adult Discount**

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

Partial Payments

When you register for a program that costs more than $100, you have the option of paying in two installments. 50% of the course fee must be paid when you register. The remainder is due five weeks before the last day of the program. Call 416-396-7378 if you would like to schedule partial payments for a program.

Confirmation/Receipts

Remember to print your confirmation page before exiting the online registration system; this is your confirmation and receipt. The City no longer mails receipts but you can log on to your account to print and save your receipts.

Step 3: Research Recreation Programs

Many programs are in high demand. Make sure to have a few options for each person in case you don’t get into your first choices.

**Program Search Online**

Try the “Program Search” page at toronto.ca/funguide to build your wish list of recreation activities.

You can search online by location using the filters on the maps to build and sort your wish list by age, interest, and more.
Step 4: Mark your Calendar

Toronto/East York and West Toronto/York Districts Registration Dates:

- Registration begins September 11 for:
  - Fall and Winter General Programs
  - Fall Skate and Swim Lessons
  - Holiday Skate Lessons
  - Holiday Camps
  - In-person sites – East York CC, Main Square CRC, Matty Eckler CRC, Masaryk Cowan CRC, St Lawrence CRC, Wellesley CC

- Registration begins December 10 for:
  - March Break Camps
  - Winter Skate and Swim Lessons
  - In-person sites – East York CC, Main Square CRC, Matty Eckler CRC, Masaryk Cowan CRC, St Lawrence CRC, Wellesley CC

ARC-After-School Recreation Care began June 10:

- • September 2019–June 2020 school year
- In-person sites – Toronto City Hall, Etobicoke Civic Centre, North York Civic Centre, Scarborough Civic Centre or by calling 416-396-7378 prior to program start date.
- ARC-Afterschool Recreation Care registration/payments are accepted online at efun.toronto.ca. Visit toronto.ca/arc for registration and program information.

Step 5: Register

On the day registration opens, there are three ways to register

1. **Online Registration** efun.toronto.ca (the fastest and easiest) – 7AM–12MIDNIGHT.
2. **Register on the phone with help from staff** at 416-396-7378 – 7AM-5PM.
3. **In-person registration locations** are listed in Step 4: “Mark your Calendar” section, above. On the first day of registration, additional staff are on site to assist you with registration.

Fee Information

Fees are subject to change as a result of the Council approved operating budget.

After Registration Opens

After registration opens, and up until the third class/day, you can register:
- in-person at civic centres
- in-person at community centres with “on site” registration listed on pages 7/10
- on the phone with help from staff.

For most programs, online registration is not available after the program start date.

On registration opening days, online registration is available 7AM to 12MIDNIGHT and offline from 12MIDNIGHT to 7AM due to maintenance.

At all other times, the registration website is offline daily from 4am to 7am for regular maintenance.

Managing Your Account

Log in to your account to update your email address, view, print and save your receipts.

**Steps to log-in:**
1. visit efun.toronto.ca
2. go to “Log in”
3. enter Main Contact Client Number and Family Number
4. select “My Account”
5. select “Receipts Online” to view, print and save your recent receipts or select “Add/Update Email” to update your email address.

If you do not have access to a printer, you can visit a City community recreation centre or civic centre to receive a printed copy.

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**Tick Tock, do you still want the spot?**

City of Toronto recreation programs are more popular than ever! If you have been contacted for a space in a program you are waitlisted for, please call us back within 24 hours to accept or decline the space and provide a fair opportunity for everyone to join in the fun.

**Attendance Expectations**

If you can't go, let us know!

Programs are popular and many have waiting lists. If you are unable to attend the program you are registered for, please contact the community centre where the program is offered or call 416-396-7378. If you do not attend and have not notified us, you will be contacted and may be withdrawn from the program. This will enable other clients on the waitlist to participate.

**Check Balance Owing or Welcome Policy Balance**

The easiest way to check your balance owing or Welcome Policy balance is to log in to your account online. You can also call 416-396-7378 to speak with a staff person.

**Duplicate Registrations**

Clients may not register for more than one program that occurs at the same time.

**Contact Client Services**

**By phone** (Monday through Friday, 8am-5pm): 416-396-7378

**In-person** (Monday through Friday, 8:30am-4:30pm):
- Etobicoke Civic Centre – 399 The West Mall, 2nd Floor
- North York Civic Centre – 5100 Yonge St, 3rd Floor
- Scarborough Civic Centre – 150 Borough Dr, 5th Floor
- Toronto City Hall – 100 Queen St W, 1st Floor

Call 3-1-1, twenty-four hours a day, seven days a week with general inquiries.

**Registering for programs online is fast, easy, convenient and secure**

**TIPS - When using Online Program Registration**

- Do not leave your computer idling. Your session will end after five minutes of inactivity. After that, you will need to log in again.
- Your registration is not complete by just adding your choices to the cart. You need to complete the checkout process to register - even if the program is free.
- Use site navigation buttons (for example, Click Here, Save and Go to My Cart, Check Out, etc.) Do not use browser navigation buttons (Back, Forward, Refresh). They open new pages and will cause your open session to end.

**Registered Programs Map** toronto.ca/funguide

Find day camps, recreational programs and activities close to your home or work, and register online. You can refine your search by programs, week, age, accessibility and other options to build your wish lists.

**Drop-in Programs Map** toronto.ca/funguide

The City of Toronto offers many activities and programs where you can drop in at the scheduled time without prior registration. Use the drop-in map to find the programs and activities close to your home or work. You can refine your search by programs, week, age, accessibility and other options.

**Registration and Policy Information**

Refer to pages 145-147 for additional information on:

- Registration
- Welcome Policy
- Policies
- Release of Liability Waiver
- Duplicate Registration
- Participant Attendance