



# Registration Application

## For Program Registration Information call 905-615-4100

**Payment:** At the time of registering you have the option of paying in full or using one of the following payment options. Please indicate on the Registration Application Form that you wish to schedule payments. If you are paying by cheque, please attach a separate cheque for each program, otherwise the total payment will be processed regardless of the number of registrations accepted. Electronic Funds Transfer payments must be made In-Person, and Self Serve TTR/Connect2Rec registrations must be paid by credit card (MasterCard/Visa/American Express) or by using money paid on your City account prior to registrations. Please note that scheduled payments are available to courses that are over \$50.00 and at least 8 weeks in length.

### Scheduled Payment Option

*(A session is a length of time a program runs)*

Program Session	Initial Payment	Payment Due Dates
All Year (Fall/Winter/Spring)	\$50.00	Nov 5, Jan 5, Mar 5, May 5
Fall	50% of course fee	October 5
Winter	50% of course fee	February 5
Spring	50% of course fee	April 20
All Summer (July/August)	\$50.00	July 5 and August 5
Week Long, Full Day Summer Camps	None	June 1st for all July
Week Long, Full Day Summer Camps	None	July 1st for all August

**Registering with a Friend/Relative:** If you wish to attend the same program as a friend/relative, please attach all the forms (including payments) together and put them in the same envelope. We will try to ensure that they are processed together. Individual cheques/credit card numbers are preferred for each family in order to receive separate receipts. Programs fill quickly, ensure that you select your second and third choices.

**Waitlist:** In the event that the program you selected is full, you will be placed on the waitlist and a Waitlist Confirmation will be mailed to you.

**Non-Residents:** Non-residents must include an additional \$5.00 fee per person, per program. Non-resident registrations will be processed 10 days after the start of registrations.

**Registration Deadline:** Applications are accepted for most programs at any time and pro-rated. Workshops and week-long programs/camps, must be received prior to the first day of the programs.

**Registration Confirmation:** You will receive a Receipt confirming the location, start date and time of the program. If your e-mail address is currently in our system you will receive an auto reply Receipt regardless of how you registered or a Receipt will be mailed within two weeks. Connect2Rec users can print their own, Note - Receipts will not be mailed to Connect2Rec users. In-Person registrations will receive a Receipt at the time of registration. Please make sure the Receipt is for the program(s) you requested. Contact us if there are any discrepancies or if you do not receive this Receipt prior to the start of the first class 905-615-4100.

**Duplicate Receipts:** Duplicate Receipts will only be issued on request and upon payment of an Administration Fee.

**NSF Cheques:** Payments made by cheques which have not been honoured by the bank must be replaced immediately upon notification by the City. The City reserves the right to cancel the registration or to revoke privileges until full payment is received. An Administration Fee will be charged for returned cheques.

### Withdrawal - In Person/Fax/Mail/Drop-Box

You may call the Customer Service Centre at 905-615-4100 to withdraw, or you can obtain a Refund Application Form from one of the following places:

- City of Mississauga, Recreation & Parks  
Customer Service Centre  
301 Burnhamthorpe Rd. W., Central Library Bldg, Ground Floor  
Mississauga, Ontario L5B 3Y3
- your nearest Community Centre
- your nearest pool.

Form 691 Back (Rev. 08/12)

Please attach your Receipt to the Refund Application Form. You have the option of delivering the completed form to the front-desk staff at any of the above locations, or you may mail the form to the Customer Service Centre (at the above address) or fax it to 905-615-4101. The staff person receiving your form will authorize and date the form. When withdrawing from more than one program or for more than one family member at the same time only one Administration Fee will be charged. The effective date of the withdrawal is the date the withdrawal notice is received by the City, regardless of the date the participant stopped attending the class.

### Withdrawal & Program Refunds - In Person/Fax/Mail/Drop-Box

**Varying Length Programs:** To qualify for a refund from a program the withdrawal request must be received before the 2nd class is held. If the request is received prior to the 1st class, the amount refunded will be the full amount less the Administration Fee. If the request is received prior to the 2nd class, the amount refunded will be the full amount, less the cost of the 1st class and the Administration Fee. Withdrawal & refunds are not permitted after the 2nd class.

**'All Year' programs (Sept - June):** To qualify for a refund from a program the withdrawal request must be received before the 7th class is held. If the request is received prior to the 1st class, the amount refunded will be the full amount less the Administration Fee. If the request is received prior to the 7th class, the amount refunded will be the full amount, less the cost of the first 6 classes and the Administration Fee. Withdrawal & refunds are not permitted after the seventh class.

**Week-Long programs/Camps/Workshops:** Refund requests must be received one week prior to the program start date. If a refund is applicable, the amount refunded will be the full amount, less the Administration Fee.

### Transfers - In Person/Fax/Mail/Drop-Box

**Varying Length Programs:** City staff may process transfers prior to the 2nd class; pro-ration will apply, an Administration Fee will not be charged.

**'All Year' Programs (Sept - June):** City staff may process transfer prior to the 7th class; pro-ration will apply, an Administration Fee will not be charged.

**Week-Long Programs/Camps/Workshops:** Transfer requests must be received one week prior to the program start date. When transferring to another program an Administration Fee will not be charged.

### Withdrawal/Transfers/Refund Requests - Self Serve

Can be processed via TTR or Connect2Rec up to one week prior to the program start date. When using TTR, your confirmation number from your initial registration is required. An Administration Fee will not be charged.

**EXCEPTION:** DO NOT WITHDRAW FROM PROGRAMS that were paid by scheduled cheque(s) payment. Contact the Customer Service Centre for assistance to ensure your cheque(s) are not processed. An Administration Fee will be charged for this service as a self serve option is not available.

**Please Note:** Allow approximately 4 weeks for processing a refund cheque. Refunds for registrations paid by credit card will appear on your next month's statement.

**Age:** All participants must meet the age requirement of the program as listed in the Active Mississauga Guide, Recreation & Parks section.

**Missed Class(es):** In the event that a customer is unable to attend a class(es), the City regrets that makeup class(es) will not be offered.

**Program Cancellations:** The City may, in its absolute discretion, cancel any program or registration at any time. In the event that a program is cancelled by the City, every effort will be made to accommodate the participant in another program. If there are no other programs which are satisfactory to the participant, a full refund will be provided and an Administration Fee will not be charged.

**Consent to Medical Treatment:** Refer to the front of the Registration Form under the **'Main Contact'** section for information relating to Consent to Medical Treatment.

**Waiver of Liability:** Refer to the front of the Registration Form under **'Main Contact'** section for information relating to Liability and signature requirements.