

# Corporate Policy and Procedure



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TAB: FINANCE AND ACCOUNTING  
SECTION: FEES AND OTHER REVENUES  
SUBJECT: ADMINISTRATION OF RECREATION FEES

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**POLICY STATEMENT** Fees for recreation Programs, Memberships and Tickets are administered according to this policy.

**PURPOSE** This policy establishes requirements related to the administration of fees, including: payment terms and conditions, transfers, and withdrawals.

**SCOPE** This policy applies only to recreation Programs, Memberships and Tickets offered to the general public by the Recreation and Parks Division and the Culture Division of the Community Services Department, excluding drop-in and pay-as-you-go programs. Drop-in and pay-as-you-go programs are subject to payment at the time of use, and are not refundable.

This policy does not apply to Mississauga Library programs or memberships. For information on these programs and memberships, contact the Mississauga Library.

This policy does not establish fees or discounts. Fees and discounts are established by by-law.

**DEFINITIONS** For the purposes of this policy:

“Membership” means all recreational memberships, passes and swipe visits, such as, but not limited to, fitness, swimming, skating and personal training. Memberships are limited to a fixed term and have a specific expiry date, with the exception of swipe visits, which are programmed for a fixed number of visits and do not expire.

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“Program” means all recreation programs, including sports leagues and arts and culture programs, but excluding drop-in or pay-as-you-go programs.

“Tickets” means paper book tickets, which have a fixed number of visits purchased in advance for use where drop-in and pay-as-you-go options are permitted, including, but not limited to, public skating, swimming, fitness and active living programs. Tickets have no expiration date and are non-refundable.

## EXCEPTIONS TO POLICY

This policy provides for certain, specific exceptions to standard practices. These exceptions will be applied by staff with no further approval. Any exceptions other than those specifically provided for in this policy may be made only with the approval of the Director of Recreation and Parks or the Director, Culture Division. Justification for the exception must be documented by the program supervisor, acknowledged by the applicable director (either by signature or by e-mail) and forwarded to the Customer Service Centre, Community Services Department, located at the Mississauga Central Library, for filing for audit purposes.

## CITY SUBSIDIES

The City of Mississauga subsidizes registration fees for individuals participating in the Fee Assistance Program (FAP). The subsidy is provided in the form of a credit that can be applied to Mississauga Recreation and Parks non-transferable registered Programs, non-transferable Memberships, and/or activity passes only. For more information on the FAP refer to Corporate Policy and Procedure – Recreation – Fee Assistance Program. In addition, a volunteer donations fund (The Jerry Love Fund) has been established to provide financial assistance to eligible children participating in City recreation activities. Registration through this fund must be processed by the Customer Service Centre. Information on the fund and eligibility requirements, as well as application forms, is available by contacting Recreation

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and Parks, Community Services Department. Eligible customers will be permitted to participate in either the FAP or the Jerry Love Fund, not both.

## Support Person for Persons with a Disability

If a person with a disability requires support in order to participate in a Program, a support person will be admitted to the Program at no charge.

## RECORDS RETENTION

All records referred to in this policy must be retained in accordance with the Records Retention By-law. In addition, the personal information obtained by the Corporation must be maintained and protected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* (refer to Corporate Policy and Procedure – Freedom of Information and Protection of Privacy). For information on records management and records retention requirements, contact Corporate Records, Office of the City Clerk.

## DEADLINES

### Program Registration

Applications to register into Programs may be submitted via Internet (Connect2Rec), telephone (Touch Tone Registration - TTR), or in person at the Customer Service Centre or your local community centre.

Participants can continue to register in Programs available for registration after the Program start date unless a registration end date has been added to the course.

Requests to register into a Program after the registration end date will be processed only with the approval of the program supervisor.

### Non- Residents

Non-residents cannot be registered into Programs until 10 days after the start of registration, and will be charged a surcharge as outlined in the Recreation Program Fees and Charges By-law.

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Non-residents may purchase Memberships and Tickets at any time.

## Memberships and Tickets

Memberships and Tickets may be purchased at any time at community centres, pools and select arena locations offering the particular recreation activity. Purchases must be made in person.

## PAYMENT TERMS

Full payment of Program registration and Membership fees must be provided or scheduled at the time of purchase. If a registration request takes place after the Program start date, the pro-rated amount will be required and must be paid in full or, where applicable, may be scheduled. Tickets must be paid in full at the time of purchase.

## Payment Schedule Options

The following payment options are available:

- Early registrants to week-long, full and half day camp Programs offered in the summer may pay by post-dated cheque(s), or by preauthorized credit card payment or preauthorized automatic withdrawal from a personal chequing account (electronic fund transfer or “EFT”), rather than making full payment immediately. Payments are due on June 1 for all July fees, and on July 1 for all August fees.
- Payment for Programs that cost a minimum of \$50.00 before applicable taxes and operate for a minimum of eight (8) weeks require an initial payment of 50% of the Program cost at registration, with the remaining 50% payable by post-dated cheque, preauthorized credit card payment or EFT on the following dates: Fall Programs due November 5, Winter Programs due February 5, Spring Programs due April 20 and Summer Programs due July 20.
- All Year Programs that operate as a single Program from September to June may be paid by post-dated cheque(s),

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preauthorized credit card payment or EFT, rather than making full payment immediately. An initial payment of \$50.00 is required, with the remaining amounts equally paid on November 5, January 5, March 5 and May 5. The initial payment and remaining prorated Program fees for registrations that occur after November 5 will vary, depending on the registration date.

- Purchasers of 12-month Memberships may make post-dated payments scheduled on a monthly basis (post-dated cheques, preauthorized credit card payments or automatic EFT) with an initial payment due on date of purchase.

## PAYMENT TYPES

Payment may be made by VISA, MasterCard, American Express, cheque, money order, cash, debit, EFT, FAP account credit, a pre-paid Recreation and Parks gift certificate or customer account credit.

Payments for subsidized Program registrations or Memberships outside of the City's FAP can be made by a third party organization.

To ensure appropriate allocation of any refunds or administration fees, regardless of the participant name, the account will always be in the name of the person or organization making the payment, except for third party transactions, whereby the account is in the participant's name, with the payment in the organizations name and account.

## RECEIPTS

A "receipt of payment" or "membership pass confirmation" will be issued. Duplicate receipts will be issued on request. Payment of an administration fee for the duplicate receipt may be required, as outlined in the Recreation Program Fees and Charges By-law.

## Declined Payments

Payments which have not been honoured by the bank must be

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rectified immediately upon notification by the City. The City reserves the right to cancel the registration/Membership or to revoke privileges until full payment is received. An administration fee, in the amount established by the General Fees and Charges By-law, will be assessed for each returned payment. (Staff should refer to Corporate Policy and Procedure – Finance and Accounting – Returned Cheques for information on handling returned cheques.)

## CHANGES AFTER REGISTRATION / MEMBERSHIP PURCHASE

**Programs and Memberships** Participants who transfer or withdraw from a Program or Membership will be requested to provide a reason. The City uses this information for planning and monitoring purposes. The effective date of transfer or withdrawal is the date of receipt of notice provided to the City, regardless of the date the participant actually ceased to attend.

**Transfers** A transaction is considered a transfer only when a participant withdraws from one Program and immediately registers into another; transfers from a Program to a Membership or vice versa; or withdraws from one Membership term, plan or type and immediately registers into another.

Program transfers are permitted only between Programs that are currently available for registration, and only when there is space available in the particular Program. The participant will be required to pay the pro-rated fee for the Program into which he or she is transferring, less the value of the unused portion of the first Program. If the new fee is lower than the fee previously paid, the difference will be refunded or returned to the customer's account. No administration fees are charged for Program transfers.

Membership transfers from one Membership term, plan or type are permitted at any time (e.g. transfer from a three (3) month

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fitness Membership to a twelve month swim/skate Membership). The participant will pay the full amount for the new Membership, less the value of the unused portion of the old Membership. If the new fee is lower than the fee previously paid, the difference will be refunded or returned to the customer's account. No administration fees are charged for Membership transfers.

Membership transfers are also permitted for the purpose of purchasing "extra fees", such as babysitting, cycling, boxing and therapy pool. No administration fees will be charged.

## Withdrawals

A transaction is considered a withdrawal if the participant does not immediately register into another Program or purchases another Membership.

## Timelines

Transfers between Programs and Program withdrawals may occur any time before 50% of the Program dates have been held. In the case of withdrawals, the amount refunded will be the full fee for the Program, less the cost of any classes already held, and the administration fee.

Transfers and withdrawals from camp Programs that operate daily during the summer, March Break and Winter Break and workshops (three (3) scheduled classes or less) must occur at least five (5) calendar days prior to the Program start date.

Participants may withdraw Memberships in person at a community centre at any time. Membership refunds are pro-rated based on the day of the refund request, and are subject to administration fees (i.e. the participant will be refunded for the unused portion of the Membership, less the administration fee).

Transfers and withdrawals through Connect2Rec or TTR for all Programs can be processed up to five (5) calendar days prior to the Program start date. Transfers and withdrawals after this date

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must be processed by community centre staff or the Customer Service Centre.

Transfers and withdrawals cannot take place after these deadlines unless:

- there are extenuating circumstances which have caused the participant to transfer or withdraw, such as a medical condition, a death in the family, or other significant occurrence which could not be foreseen or prevented by the participant (the City may require documentation from the participant to support the claim). In the case of withdrawals, the amount refunded will be the full fee for the Program, less the cost of any classes already held, and the applicable administration fee.

Or

- the participant is transferring or withdrawing due to dissatisfaction with the Program, provided the reason for the dissatisfaction has been thoroughly investigated by the program supervisor and has been found to be justified. The program supervisor will assess the appropriate refund and/or application of the administration fee.

Or

- the transfer or withdrawal has been initiated by City of Mississauga staff. The participant will be charged for classes already held. The administrative fee to withdraw will not apply.

Transfers and withdrawals after the stated deadlines, and for the reasons provided above, require the approval of the program supervisor. Documentation outlining the justification for the transfer or withdrawal must be retained for audit purposes at the



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location where the request is processed.

## Tickets

Tickets can be used only for the particular recreation activity for which the Ticket was purchased and may be used at any time. When the same activity is offered at more than one location, Tickets may be used at any location. Tickets are non-refundable.

## ADMINISTRATION FEES

Program withdrawals processed through Connect2Rec or TTR are not subject to administration fees and can be processed up to five (5) calendar days prior to the Program start date. Withdrawals after this date must be processed by community centre or Customer Service Centre staff. Withdrawals processed by staff are subject to an administration fee as outlined in the Recreation Program Fees and Charges By-law.

In the event that the participant is withdrawing themselves or other clients within their account from more than one Program at one time, or withdrawing more than one Membership at one time, the administration fee will only apply once per account.

No administration fees are charged for:

- transfers
- FAP customer accounts
- participant death
- Programs cancelled by the City

## MISSED CLASSES

In the event that a participant is unable to attend a class, no make-up class or refund will be provided.

## CANCELLATION OF PROGRAM OR SERVICE BY THE CITY

In the event that a Program or service is cancelled by the City, every effort will be made to accommodate the participant in another Program or through another service. If there is no other Program or service which is satisfactory to the participant, a full

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refund of the cancelled portion of the Program or Membership will be provided and no administration fee will be charged.

REFERENCE: GC-0169-2005 2005 03 10  
GC-0194-2009 2009 04 08 (referenced Fee Assistance Program)  
GC-0646-2010 2010 12 15

LAST REVIEW DATE: December, 2010

CONTACT: For more information, contact Operational Planning, Recreation and Parks, Community Services Department.