

Registration Application

Customer Service Centre

301 Burnhamthorpe Road W., Ground Floor,
MISSISSAUGA ON L5B 3Y3
Tel: 905-615-4100 Fax: 905-615-4101
or visit www.mississauga.ca/rec&parcs



Office use Only

Personal information on this form is collected under the authority of Section 11 of the Municipal Act, 2001, S.O. 2001, c.25 and will be used for the purpose of program registration, payment, mailings, and the rental of City facilities. Questions about this collection should be directed to: Manager, Customer Service Centre, at 905-615-4100.

Recreation and Parks invites persons with disabilities to become involved in general programs. Participants should assess the programs that fit their interests and abilities. If a participant requires support in order to participate, a support person will be admitted to the program at no charge.

MAIN CONTACT (must be 18 yrs of age or older)

| | | | |
|---|------------|--|---|
| Email address <i>(receipt will be sent via email)</i> | | <input type="checkbox"/> New customer | |
| | | <input type="checkbox"/> Updating existing information | |
| Last Name <i>(required information)</i> | | First Name <i>(required information)</i> | |
| | | <input type="checkbox"/> Male <input type="checkbox"/> Female | |
| Home phone <i>(required information)</i> | Cell phone | Business phone | Extension |
| Address <i>Street No. Street Name</i> | | | <i>Suite/Apartment/Unit</i> |
| | | | |
| City | Other City | Province | Postal Code |
| <input type="checkbox"/> Mississauga | | <input type="checkbox"/> Ontario | |
| | | | <input type="checkbox"/> Adult <input type="checkbox"/> 60+ |

MEDICAL AUTHORIZATION

On Behalf of yourself and the participants you register for whom in law you are responsible for, you hereby give permission to have staff administer or arrange for any emergency medical care including hospitalization / transportation if necessary, and you hereby consent on behalf of yourself and the participant(s) you register to the administration of such emergency medical treatments as may be deemed necessary in the circumstances. All participants are responsible for their own medical coverage.

any property damage or personal injury resulting to me or to any of the above-named person(s) for whom I am in law responsible, from or connected with participation in any activity contemplated by this Registration. I hereby further agree that the City and the Indemnified Persons shall not be liable, either directly or indirectly, for any claims, or any damages, costs and expenses respecting any act done in good faith, including but not limited to personal injury, death, property damage or loss resulting from or connected with participation in any activity contemplated by this Registration.

I have read and understood the Medical Authorization and Waiver of Liability.

WAIVER OF LIABILITY

I agree to release and waive all claims and hereby indemnify and hold harmless the Corporation of the City of Mississauga ("City") and its elected officials, officers, employees, agents, representatives, volunteers and other participants, (the "Indemnified Persons") for any and all liability for

SIGNATURE OF MAIN CONTACT *(REQUIRED TO PROCESS THIS APPLICATION)*

METHOD OF PAYMENT

- Cash VISA MasterCard Debit Card
 American Express Cheque (NO post-dated)
 Scheduled Payments *(see payment terms on back)*

Make cheques payable to: **CITY OF MISSISSAUGA**

* Non-Residents must include an additional \$5.00 per participant per course

***Total Payment** \$ _____

| | | |
|-------------------|--|------------|
| Card Number | Expiry (Month/Year) | Home Phone |
| | | |
| Cardholder's Name | CARDHOLDER'S SIGNATURE <i>(REQUIRED)</i> | |
| | | |

PARTICIPANT #1

| | | | | |
|--------------------------------|--|--------------------------------|----------------------------|--|
| Last Name: Participant #1 | | First Name: Participant #1 | | Sex <input type="checkbox"/> Male <input type="checkbox"/> Female |
| <input type="checkbox"/> Adult | If 18 years of age or younger, provide birthdate | Business Phone: Participant #1 | Home Phone: Participant #1 | |
| <input type="checkbox"/> 60+ | Day Month Year | | | |

| | Course Code | Course Name | Location | Start Date | Time | Initial Payment | *Fee \$ |
|----|-------------|-------------|----------|------------|------|-----------------|---------|
| 1. | | | | | | | |
| 2. | | | | | | | |

PARTICIPANT #2

| | | | | |
|--------------------------------|--|--------------------------------|----------------------------|--|
| Last Name: Participant #2 | | First Name: Participant #2 | | Sex <input type="checkbox"/> Male <input type="checkbox"/> Female |
| <input type="checkbox"/> Adult | If 18 years of age or younger, provide birthdate | Business Phone: Participant #2 | Home Phone: Participant #2 | |
| <input type="checkbox"/> 60+ | Day Month Year | | | |

| | Course Code | Course Name | Location | Start Date | Time | Initial Payment | *Fee \$ |
|----|-------------|-------------|----------|------------|------|-----------------|---------|
| 1. | | | | | | | |
| 2. | | | | | | | |

For Program Registration Information call 905-615-4100

General Information

Registration Deadline

Applications are accepted for most programs at any time and are pro-rated for any class(es) already held.

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.

Age

All participants must meet the age requirement of the program as listed in the Active Mississauga Guide.

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.

Taxes

Adult programs are subject to applicable taxes.

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.

Withdrawals, Transfers and Refund Requests

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.

Self Serve - Timelines

Via Connect2Rec up to five (5) calendar days prior to the Program start date. An Administration Fee will not be charged.

EXCEPTION: DO NOT WITHDRAW FROM PROGRAMS on-line 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.

In Person - Timelines

Transfers and Withdrawals for Week-Long Camps and Workshops with 3 or less scheduled classes, must occur at least five (5) calendar days prior to the Program start date. An Administration Fee will be charged.

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

In Person - Process

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.
Mississauga, Ontario L5B 3Y3

Nearest Community Centre or Swimming Pool

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

Allow approximately 4 weeks for processing a refund cheque. Refunds for registrations paid by credit card will appear on your next months statement.

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. No Administration Fee will be charged.

Payment

At the time of registering you have the option of paying in full or using one of the following scheduled 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. Self Serve Connect2Rec registrations must be paid by credit card (MasterCard/Visa/American Express) or by using money paid on your City account prior to registrations. Scheduled payments are applicable 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 (Sept-June) | \$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 |
| Summer | 50% of course fee | July 20 |
| Week Long July Camps | None | June 1st |
| Week Long August Camps | None | July 1st |

Declined Payments

Payments which have not been honoured by the bank must be rectified 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 each returned payment.

Receipts

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. In-Person registrations will receive a Receipt at the time of registration or a Receipt will be mailed within two weeks. Connect2Rec users can print their own if an e-mail address is in our system.

Note - Receipts will not be mailed if the registration was completed using Connect2Rec.

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 at 905-615-4100.

Duplicate Receipts

To print duplicate receipts free of charge (via Connect2Rec) for registrations that were processed within the past 6 months, your email address must be recorded on your account. All other requests for duplicate receipts must be printed by City of Mississauga staff and an administration fee will be charged per request per year.

Consent to Medical Treatment and Waiver of Liability

Refer to the front of the Registration Form for information relating to Consent to Medical Treatment, liability and signature requirements.