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## Administration of Program and Membership Fees

Policy number:	04-01-02
Effective date:	November 29, 2021
Last review date:	April 22, 2026
Accountable division:	Recreation and Culture
Approved by:	Council

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## Policy Statement

Fees for Programs and Memberships 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 to Programs and Memberships offered to the general public and to Education Programs that are processed using the Enterprise Recreation Management Software.

Drop-in and pay-as-you-go programs are excluded.

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

## Definitions

For the purposes of this policy:

“Education Program” means an activity/workshop/performance/field trip offered to educational entities such as private and publicly funded schools, home schools, Guides and Scouts. Education Programs can take place virtually, on City property or on school property.

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

“Program” means all Community Services programs, including sports leagues and arts and culture programs, with the exception of non-registered drop-in or pay-as-you-go programs.

“Program Supervisor” means the employee most responsible for the oversight and administration of the applicable Program.

“Transfer” means that a participant has withdrawn from one program or Membership and immediately registered into another Program or Membership currently being offered.

“Withdrawal” means when a participant is removed/withdraws from a Program or Membership they are currently registered in.

## **Exceptions to Policy**

This policy provides for certain specific exceptions to standard practices. These exceptions are applied by staff with no further approval required.

Any exceptions other than those specifically provided for in this policy may be made only with the approval of the applicable director.

## **City Subsidies**

The City of Mississauga subsidizes registration fees for individuals participating in the ActiveAssist Fee Assistance Program (FAP). The subsidy is provided in the form of a credit that can be applied to eligible applicable non-transferable registered Programs, non-transferable Memberships and/or activity passes only. For more information on the FAP refer to Corporate Policy and Procedure - 08-03-06 - ActiveAssist 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 the Recreation and Culture Division, Community Services Department.

Eligible customers will be permitted to participate in either the FAP or the Jerry Love Fund, but not both.

## **Support Person for Persons with a Disability**

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

## **Records Retention**

All Program-related records 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 – 03-02-12 - Privacy).

## **Program Registration**

Program registration may be completed online (Active Mississauga) or, with the exception of Mississauga Library Programs, in person at the Customer Service Centre or local community

centre. In person applications for Library Programs only may be submitted at any Mississauga Library location.

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**

Mississauga residents are given priority for Recreation and Culture Program registration. The applicable Program activity detail establishes when non-residents are eligible to register for the Program. Non-residents may be charged a surcharge as outlined in the User Fees and Charges By-law. Non-residents may purchase Memberships at any time.

Library programs are available for registration to both residents and non-residents at the start of the registration period, with no surcharge for non-residents.

### **Payment Terms**

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

### **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), 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 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 October 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 may be paid by post-dated cheque(s), preauthorized credit card payment or EFT, rather than making full payment immediately. An initial payment is required, with the remaining amounts equally paid on prearranged dates, as determined by the specific Program.
- School Programs and School Performances:
  - Mississauga-based schools within the Peel District School Board and the Dufferin Peel Catholic District School Board are eligible for statement privileges (for details regarding statement privileges, refer to Corporate Policy and Procedure – 04-01-05 – Payment and Refund of Facility Rental Fees)
  - Payment in full is due at the time of booking from Guides, Scouts, private and/or home schools, and the Toronto District School Board

- For all other school boards, payment is due in advance or on the day of event (schools are permitted to pay with a cheque, even if within 14 days of event)
- 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.
- Sport league team registrations pay an initial minimum fixed payment that is equal to the value of 25% of total league registration cost (including HST for adult games), rounded up to the nearest \$10.00. The remaining balance is due 15 business days after the Program start date. The 25% league fee payment is non-refundable.

Payment for programs other than Library Programs may be made by VISA, MasterCard, American Express, cheque, money order, cash, debit, EFT, FAP account credit, a pre-paid Recreation gift certificate or customer account credit. Payment for Library Programs may be made by customer account credit, debit or credit card only. 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, regardless of the name of the participant, the account will always be in the name of the person or organization making the payment. An exception is made 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 "registration or membership confirmation" will be issued. Duplicate receipts will be issued on request.

## Declined Payments

Payments which are not honoured by the applicable financial institution must be 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. A 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 - 04-06-01 - Returned Payments for information on handling returned cheques.)

## Changes after Registration/Membership Purchase – Programs and Memberships

Participants who 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 Withdrawal is the date of receipt of notice provided to the City, regardless of the date the participant actually ceased to attend.

## Transfers and Withdrawals

Transfers include moving from a Program to a Membership or vice versa; or withdrawing from one Membership term, plan or type and immediately registering into another Program that is currently available for registration (i.e. where space is available).

The participant will be required to pay the prorated fee for the Program they are transferring into, 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.

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

A transaction is considered a Withdrawal if the participant does not immediately register into another Program or purchase another Membership. When opting for a Withdrawal, participants will receive a refund for registration fees paid, less the cost of any classes already held.

### **Timelines**

Participants may withdraw Memberships in person at a community centre or by calling the Customer Service Centre. Membership refunds are pro-rated based on the day of the refund request.

Program Withdrawals, with the exception of sport leagues, may occur any time before the start of the 4th class from the date of registration.

For Programs with four to six classes, a Program Supervisor may approve an earlier Withdrawal timeline.

Costume fees for dance recital Programs will be non-refundable as of November 1st, unless approved by the Program Supervisor.

Sport League Withdrawals may occur any time before 25% of the league dates have been played. The amount refunded will be the full fee for the program, less the 25% non-refundable deposit.

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

Transfers and Withdrawals through Active Mississauga for all Programs can be processed up to five calendar days prior to the Program start date. Transfers and Withdrawals after this date must be processed by visiting a community centre or Library or, with the exception of Library Programs, the Customer Service Centre.

Registered drop in programs may withdraw up until the program time in person or over the phone. Users may withdraw online until 11:59pm the day before the program starts.

Transfers and Withdrawals cannot take place after these deadlines unless one of the four scenarios detailed below applies:

1. There are extenuating and/or unforeseen circumstances which have caused the participant to need to withdraw, such as a death in the family or other significant occurrence (the City may require documentation from the participant to support the claim).
  - Approval of the Program Supervisor, Manager or Manager on Duty is required

- The amount refunded will be the full fee for the Program, less the cost of any classes already held (ActiveAssist credits that have not expired will be returned to the customer's account)
2. The participant has a medical condition that has caused the participant to need to withdraw
    - Registration staff may process a Withdrawal due to a medical condition if a note from a medical practitioner is presented (notes shall not be retained by the City)
    - If a note from a medical practitioner is unavailable, registration staff must direct the participant/main contact to the Program Supervisor or Manager on Duty for approval (appropriate documentation may be requested)
    - The Program Supervisor may request documentation in order to assess the appropriate refund, including backdating the proration for refund (the Program Supervisor may approve backdating up to 30 days from the date the Withdrawal request is received by the City)
  3. The participant is Withdrawing due to dissatisfaction with the Program, and/or facility provided the reason for the dissatisfaction has been thoroughly investigated by the Program Supervisor, Manager or Manager on Duty and has been found to be justified
    - The Program Supervisor will assess the appropriate refund, including backdating the proration of refund, if applicable (the Program Supervisor may approve backdating up to 30 days from the date the Withdrawal request is received by the City)
  4. The Transfer or Withdrawal has been initiated by the Program Supervisor
    - The participant will be charged for classes already held

## **Changes after Education Program Booking**

The number of attendees must be finalized five business days prior to the program date. Numbers can be adjusted on the day of the workshop provided they do not exceed a variance of five students.

All efforts will be made to reschedule a booking, upon request. Fees are non-refundable for registrations cancelled less than 30 days prior to the program date.

## **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 refund of the cancelled portion of the Program or Membership will be provided.

## Unclaimed Credit Balances

Unclaimed credit balances are credit amounts on customer accounts within the Recreation Management Software which have been unused for greater than seven years, the time period necessary for retention in accordance with the City's Records Retention By-law, as amended.

Annually, the Supervisor, Recreation Accounts, Customer Service Centre (CSC) will prepare an analysis identifying all active and unclaimed credit balances that are seven years old and older.

CSC staff will make three attempts to contact the owner of each customer account in order to arrange for refund of the credit using one or more of the following methods:

- Phone number on the account
- Email and/or direct mail on the account, and
- A database scan for contact information from potential duplicate accounts

The notification will advise the account owner that they will be required to prove their claim before a refund will be provided.

If there is no response or the owner cannot be located, the credit will be included in the annual list prepared by the Supervisor, Recreation Accounts and provided to the Director, Recreation and Culture for review. The Director, Recreation and Culture may authorize transfer of the unclaimed credits to the City's general funds.

Should a claim be brought forward within two (2) years of notice, a refund may be issued from the account the money was transferred to.

## Revision History

Reference	Description
GC-0169-2005 2005 03 10	
GC-0194-2009 2009 04 08	Referenced Fee Assistance Program
GC-0646-2010 2010 12 15	
April 06, 2015	Scheduled review – admin revision for adult sport league payments
September 08, 2015	Administrative changes to reflect new program/ payment plans
November 6, 2017	Admin revision – Effective Nov. 1, 2017, membership transfers no longer permitted for the purchase of extra fees
September 17, 2018	Scheduled review. Minor admin revisions to reflect current practice.
December 18, 2018	Admin revision to reflect a change to the payment schedule and withdrawal terms for sport league participants.

Reference	Description
January 4, 2019	Minor admin revisions for clarity; noted new location of CSC at Paramount Fine Foods Centre.
May 21, 2019	Minor admin revision to clarify transfers or withdrawals from week-long programs bundled for multiple weeks.
November 5, 2020	Revised to reflect revisions regarding withdrawal deadlines, etc., effective January 1, 2021.
July 14, 2021	Revised to include a process for unclaimed credit balances.
November 29, 2021	Revised to include Culture Education Programs.
April 22, 2026	Scheduled review. Housekeeping revisions to reflect current practices.
May 29, 2026	Housekeeping revision to correct an error in the timeline for transfers or withdrawals from camp programs (revised from 7 days to 5 days).