

Policy Title: Administration of Recreation Fees

Policy Number: 04-01-02

Section:	Finance and Accounting	Subsection:	Fees and Other Revenue
Effective Date:	December 4, 2018	Last Review Date:	September, 2018
Approved by: Council	Owner Division/Contact: Business Planning, Recreation Division, Community Services Department		

Policy Statement

Fees for recreation Programs, Memberships and Tickets or Visits 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 or Visits offered to the general public by the Recreation 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, therapeutic, court sports, 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.

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

“Tickets or Visits” means paper book tickets or multi-swipe passes 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 therapeutic and community programs. Tickets or Visits have no expiration date; however, tickets 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, Recreation Division 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 Paramount Fine Foods Centre, for filing for audit purposes.

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 Mississauga Recreation 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 - 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 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 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 Records Management Services, Legislative Services, Corporate Services Department.

Deadlines

Program Registration

Applications to register into Programs may be submitted via Internet (Connect2Rec), telephone or in person at the Customer Service Centre or 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.

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

Memberships, and Tickets or Visits

Memberships and Tickets or Visits 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. Membership options are available for online purchase.

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 or Visits 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), 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 the All Summer BraeBen Golf program requires 50% payment upon registration, with the remaining 50% due on July 2.
- 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.
- 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 will 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. Teams may pay the full balance owing in advance of due dates.

Payment Types

Payment 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. 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 "registration or 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 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 Payments 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 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. No administration fees are charged for Membership transfers.

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, with the exception of sport leagues, 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.

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 and the administration fee.

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.

Participants may withdraw Memberships in person at a community centre at any time. Memberships 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 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 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. ActiveAssist credits that have not expired will be returned to the customer's account

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.

Or

The program or membership was paid by ActiveAssist Fee Subsidy (in whole or in part).

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 location where the request is processed.

Tickets or Visits

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, with the exception of golf passes, which are not transferable between locations. Tickets are non-refundable. Multi-pass visits can be withdrawn, transferred or refunded.

Administration Fees

Program withdrawals processed through Active Mississauga are not subject to administration fees and can be processed up to five 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 (including transfers to apply the family discount)
- 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 refund of the cancelled portion of the Program or Membership will be provided and no administration fee will be charged.

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

Reference	Description
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.
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.