

## Policy Information for Parks and Recreation Programs

### First Come - First Serve

Submission of a registration form does not guarantee a place in the program. All registrations will be processed in the order they are received.

**Please note: online and touch-tone telephone registrations take place 24/7.** Registrations are not confirmed until you receive a course confirmation number. If a registration form is received prior to the registration start date, it will be processed as time allows starting on the applicable registration date.

### Non-City Resident Policy

All programs have a rate for City of Orillia residents and a rate for non-residents. A non-resident is defined as anyone who does not pay taxes directly to the City of Orillia. The programs offered by the Parks and Recreation Department are subsidized by municipal taxes, so we keep the cost as low as possible for those who already contribute to the municipal tax base. Twenty five per cent will be added to the registration costs of non-residents. Non-resident seniors deduct 25% from the non-resident rate. The Parks and Recreation Department reserves the right to request proof of residency.

### Senior Citizens Rate

Seniors will receive a 25% discount on all programs. Please write "SENIOR" on your registration form. Out of town seniors deduct 25% from the non-resident rate. **Please note: the senior rate applies to any registrant who is 60 years or older.**

### Prorating of Program Fees

Parks and Recreation does NOT pro-rate fees for late registration of programs.

### GST

GST is included in all pricing shown and is only charged on programs for adults.

### NSF Cheques

The City of Orillia charges an administration fee of \$20.00 for each NSF cheque received.

### Waiting Lists

Once a class is filled, interested registrants will be placed on a waiting list in the order of when the registration is received. It is always recommended to go on the waiting list as we endeavour to accommodate people by expanding the class size or creating a new time slot.

### Photographs/Video

Unless the participant or guardian indicates otherwise, Parks and Recreation will assume permission is given for pictures taken during any program to be used to promote recreation.

### Personal Information

Personal information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M. 56 under the authority of the Municipal Act 2001, S.O. 2001, c 25 and will be used by the City of Orillia Parks and Recreation Department for the operation of programs. Inquiries about the collection or use of this information should be directed to the City's Freedom of Information Co-ordinator.

### Class Postponement

If it is necessary to cancel a class due to inclement weather, school board cancellations, pool closures, instructor illness, etc ... every attempt will be made to re-schedule the class. However, if the class cannot be re-scheduled, a pro-rated refund will be issued. The Parks and Recreation Department reserves the right to withdraw, postpone, cancel or combine classes, to limit/increase registration or change course locations at any time.

### Transfers

Transfers from one course to another are permitted up to five business days prior to the start of the program. In the case of swimming lessons, transfers are permitted after the first lesson, and only if there is space, upon approval of the Parks and Recreation Department.

**All transfers will be subject to a minimum \$3.00 transfer charge.**

### Refunds

A full refund will be issued prior to the start of an activity, ONLY:

**When an activity is cancelled by the Parks and Recreation Department.**

**When the date, time, or location of the programs is changed by the Parks and Recreation Department and prohibits attendance.**

Medical refund requests must be accompanied by a doctor's certificate. It will only be processed up to the half-way point of any program. No refunds will be given after the half-way point for any reason. The refund will be pro-rated based on the number of lessons left in the program at the time the request is received by the Parks and Recreation office or on the S.U.N. System. All refunds will be processed on a pro-rated basis from the time Parks and Recreation is notified regardless of the date the registrant stopped attending the program. All refunds will be assessed an administrative fee of 10%. (Min. \$5.00 and Max. \$10.00) No other refunds, changes or transfers will be issued after this point except for medical reasons. The amount to be refunded can be left "on account" and may be used for a future payment. Due to the Credit Card cardholder agreement, payments made by Credit Card will only be refunded back to the same Credit Card account. **Refunds will never be issued by cheque - only by cash, debit or credit card.**

### WEATHER CANCELLATIONS

Weather cancellations will be announced on the following stations:

**The DOCK 104.1 FM  
93.1 Chay FM  
LIFE 100.3 FM  
KICX 106 FM  
ROCK 95.7 FM**

During regular business hours, weather cancellations will also be posted on the City's web site and the S.U.N. System by 4:30 p.m. on the day of the class. **The decision to cancel will not be made until after 3:30 p.m.**