

# GENERAL INFORMATION & REGISTRATION DETAILS 2021



## Age Requirements

Participants must be the minimum age required on the start date of the program. Age requirements are program specific and indicated with the details of each program description.

## Customer Communications

To move toward paperless communications and provide effective notifications please provide accurate contact information including an email address at time of registration.

## Customer Support

We're here to help!

Customer service staff are available to assist you Monday-Sunday 6:00am-10:00pm\*. After hours messages will be answered as soon as possible. If you are unable to reach us by phone, please leave a detailed message and we will return your call as soon as possible.

Email: [recreation@newtecumseth.ca](mailto:recreation@newtecumseth.ca)

Phone: 705.435.4030 ext.1621/1500

\*excluding holidays; subject to change; service hours may differ during COVID-19 closures.

## Good Behaviour Guidelines

The Town of New Tecumseth is committed to providing a safe and welcoming environment. Coarse language, physical aggression and uncooperative behaviour is unacceptable. If inappropriate behaviour occurs, it will be recorded, reported, and may result in removal from the program, activity, or facility.

## Health & Safety Measures

The Town of New Tecumseth has established protocols, including enhanced cleaning measures, to ensure the health and safety of all participants, and that staff and visitors remain safe while getting back to enjoying recreation.

- We have enhanced our cleaning and standard protocols within all facilities.
- Public health guidelines are followed as directed by the Simcoe Muskoka District Health Unit.
- Masks/facial coverings are mandatory. Masks may only be removed while exerting yourself physically.
- Physical distancing of 2-3 metres from other persons must be exercised.
- High touch areas including public washrooms are cleaned and disinfected a minimum of every two hours each day. Additional hand sanitizing stations have been supplied in each facility for staff and participants.
- Pre-screening for COVID symptoms is mandatory for all participants and staff.
- Permitted facility spaces are cleaned and disinfected prior to each use.
- Directional cues for foot traffic have been established within facilities to aid with traffic flow.

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## **Inclement Weather**

Every effort will be made to ensure that recreation facilities remain open during regular hours of operation, with program and services to the public continuing to operate as normal. Should it be necessary to postpone or cancel a course/drop-in activity, or rental, we will attempt to contact each registered participant and permit holder and post updates as needed. Please call ahead to check on the status of your program or rental before venturing out.

## **Inclusion Opportunities**

The Town of New Tecumseth is committed to providing recreational experiences to all individuals with various abilities. Our integrated program encourages participants who have special needs to take part in registered programs with additional support at a 1:1 ratio. Please contact us for more information and to discuss the opportunities for participants with disabilities and exceptionalities to join in our programs and activities.

## **Missed Classes**

In the event a participant is unable to attend a class(es), the Town regrets that a make-up class(es), refunds or credits will not be offered.

## **Participant Guidelines**

Please inform us of any family or behavioural concerns. Staff will make every effort to accommodate participant needs; however, we reserve the right to withdraw participants from programs should their behaviour cause harm to themselves, others, staff, or property.

## **Payments and Charges**

Program rates vary and are subject to change without notice. Full payment is due at time of registration. Non-residents are subject to an additional 20% fee per program, membership, or facility rental as applicable. NSF cheques are subject to a \$54.00 administration fee. Fitness membership payment plans require a valid credit card or EFT information on site to be processed.

## **Photography, Filming & Electronic Devices**

Photography and filming are not permitted during registered programs or drop-in activities. Town staff may take photos for marketing purposes. Please inform staff at time of registration if you prefer not to have photographs taken of yourself or child(ren). The use of electronic devices (i.e.: cell phones, digital music players, portable video game consoles etc.) are not permitted in washrooms, change rooms or showers due to the integration of cameras into these devices.

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## Program and Facility Space Supervision

Youth 9 years and younger must be accompanied by a parent or guardian when visiting our recreation facilities to ensure safety and supervision. Parents or guardians, children and, or siblings are not permitted to be in the area where a registered program is taking place unless otherwise specified. Parents and guardians are encouraged to remain within the facility, should their child be experiencing separation anxiety or require bathroom assistance during registered programs.

## Program Postponement & Cancellations

The Town of New Tecumseth Parks, Recreation & Culture Department reserves the right to amend, cancel, postpone, or combine programs as required. Program cancellations will be communicated a minimum of 5 days prior to the start date of the program. Full refunds will be issued for course cancellations made by the Town of New Tecumseth.

## Program Transfers

During a 6 to 10-week session (Fall, Winter or Spring season) Program Transfers will be permitted before the start of the fourth scheduled class, provided space is still available.

To ensure program consistency and completion of the necessary skills, swimming registrations or transfers will not be permitted after two (2) classes have occurred.

## Refund Policy

Refunds will not be issued for pool fouling's, inclement weather during swim times or lessons at the Alliston Rotary Pool.

Administration fee is waived when a medical note is provided.

Refund requests must be submitted in writing or by email to [recreation@newtecumseth.ca](mailto:recreation@newtecumseth.ca). Please allow 15 business days for processing of refunds. Hold, cancellation, or refund requests for fitness memberships must be submitted in writing with the necessary forms completed. Fitness memberships are non-transferrable.

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## Registered Programs

### All Programs/Fitness/Aquatics/\*Day Camps

A full refund, less a \$16.25 administrative fee will be issued upon request when received a minimum of 5 days prior to the course start date.

A pro-rated refund, less a \$27.00 administrative fee will be issued upon request when received within 5 days of the course start date, but prior to the fourth scheduled class.

Once the fourth scheduled class has commenced, refunds may be issued for medical reasons only and the administrative fee will be waived.

### \*Day Camp/First Aid/Leadership Courses

No refunds will be issued on or after the start date of the course unless a medical note is provided.

## Register Today – Don't Delay!

Due to the popularity of some programs, they may fill up quickly and you may be prompted to add your name to a waitlist. When you join a waitlist, you will be contacted by a staff member if space becomes available or another program arrangement is made. Additionally, don't wait to see if the program will get more participants. Programs may be cancelled if there are low registrations.

## Safe Arrival and Departure

To ensure the safety of our participants, parents and guardians are required to accompany their child to the program area when dropping them off and when picking them up. Please ensure that a staff member is aware of your presence when you pick up your child. If your child will be picked up by someone else, please inform staff at the beginning of the program.