

Directive

The Community Services Department accepts registrations for recreation, culture and FCSS programs and services. For each of these programs, the following guidelines shall apply.

1. General Registration Guidelines

- 1.1. Age requirement for General Programs - If the program has age restrictions, individuals must be of the correct age before or on the start date of the program/course. Individuals must meet all pre-requisites to register for a program/course.
- 1.2. Age requirement for Peace Regional Pool - Age requirements are age before the last day of lessons or the last day of course/activity being offered. Individuals must meet all pre-requisites to register for a program/course.
- 1.3. All required fees, forms, and waivers must be submitted before registration is confirmed.
- 1.4. If the program is full, where possible the registrant will be placed on a waiting list on a first come first serve basis. Those on the waiting list will be contacted in the order that they appear on the list. If the person can't be contacted, the next person on the list will be contacted and so forth.
- 1.5. Programs may be offered on Statutory Holidays and are offered at the discretion of the program coordinator.

2. Fees

- 2.1. Fees are determined by the current Town of Peace River Fee Bylaw. As per the current Fee Bylaw, no fees are waived.
- 2.2. Cheques are to be made out to the Town of Peace River, and no post-dated cheques will be accepted.
- 2.3. Registrants who are in arrears with the Community Services Department will not be permitted to participate in further programs until their account is up-to-date, as per the Town of Peace River Collections Policy.

3. Cancellations and Changes in Schedule

- 3.1. The Community Services Department reserves the right to change program date, cancel, combine or divide programs or make other revisions as necessary.
- 3.2. If a program is cancelled, participants may be given the opportunity to transfer to another program if one is available.
- 3.3. All efforts will be made to notify participants of program changes. In order to be contacted, all registration information provided by the registrant must be current and correct.

4. Registration Deadlines

- 4.1. Each program will set a registration deadline according to the program requirements.

5. Minimum/Maximum Enrolment

- 5.1. Minimum and maximum enrolment numbers are set by the program provider. If minimum enrolment is not met a program may be cancelled.

6. Interest List

- 6.1. Interest lists may be kept as a source of information for Community Services to identify gaps in services and to gauge future programming options. If a program or service becomes available, an attempt will be made to contact those on the list to inform them of the new program provision.

7. Refund Policy

- 7.1. To receive a refund, a cancellation notice and refund request must be submitted in writing or by email. Refunds will be issued by cheque only, and may take up to 30 days for processing.

7.2. FULL REFUND

- 7.2.1. Full refunds will be issued only when the Community Services Department cancels the program, or the registrant cancels prior to the start of a general program because of a medical reason and has provided a doctor's note.

7.3. PARTIAL REFUND

- 7.3.1. A Partial refund is subject to a \$10.00 administration fee and will be issued according to the following:
 - General Programs will issue a partial refund when a registrant cancels more than 5 days prior to the program start date

7.4. NO REFUND

- 7.4.1. No refund will be issued where:
 - The participant does not show up the day of their activity and a doctor's note is not provided.
 - The refund amount is under \$10.00 (G.S.T. not included).
 - Registrant has been asked to leave the program, as per the program expulsion procedure.
 - The registrant does not cancel within the required time frames specified for a Partial Refund.