

Cambridge Community Services Department  
50 Dickson Street  
Cambridge, ON N1R 5W8  
(519) 740-4681  
(519) 740-6566 (Fax)  
[CORALHELP@cambridge.ca](mailto:CORALHELP@cambridge.ca)

## **CORAL Frequently Asked Questions**

### **Using Online Registration**

1. [What can I do on the C.O.R.A.L. Online Registration system?](#)
2. [What browser do I need to use C.O.R.A.L.?](#)
3. [Is this site secure?](#)
4. [What if I don't have, or don't want to use a credit card?](#)

### **My Account**

1. [I am a new customer. What do I need to do? Do I have an account?](#)
2. [What is an Account PIN?](#)
3. [What is a Client ID?](#)
4. [Can I change my Account PIN or Client ID?](#)
5. [I am unable to log in.](#)
6. [I forgot my Client ID and/or Account PIN. What should I do now?](#)
7. [I would like to add one or more family members to my account. How do I do this?](#)
8. [I would like to change my mailing or email address. How do I do this?](#)
9. [What email address should my family provide for Online Registration?](#)

### **Registration**

1. [How do I search for a course?](#)
2. [How do I register for a course?](#)
3. [How do I withdraw from a course?](#)
4. [How do I transfer to another course?](#)
5. [Are there programs that are not available using Online Registration?](#)
6. [I qualify for Activities for Less? Can I apply my Activities for Less subsidy using Online Registration?](#)
7. [How can I tell if a course is available or if I have been waitlisted?](#)
8. [How can I verify/see what courses my family members are currently registered in?](#)
9. [How do I register a child/person from another family?](#)
10. [How will I know if a spot becomes available after I have waitlisted?](#)
11. [How can I find out my position on the waitlist?](#)
12. [What is the procedure for registering if a participant is the incorrect age?](#)
13. [Can I register for a program that has already started?](#)
14. [Will I still receive a confirmation in the mail?](#)
15. [What are the registration start dates?](#)
16. [Can I purchase a membership using C.O.R.A.L.?](#)
17. [Membership expires before the course start date?](#)
18. [Is there a fee to use this service?](#)

### **Other**

1. [Refund/Credit Policy](#)
2. [Other Policies](#)
3. [Comments and Questions](#)

## **Using Online Registration**

### **1. What can I do on the Online Registration C.O.R.A.L. system?**

You can register and view programs offered directly by the City of Cambridge, renew an existing membership and view our various facilities and their attributes. Payment can be made using Visa, MasterCard or American Express.

[\(return to top\)](#)

### **2. What browser do I need to use C.O.R.A.L.?**

C.O.R.A.L. works with Microsoft Internet Explorer or Netscape browsers running Version 4 or above. We highly recommend a 128-bit encryption based browser.

[\(return to top\)](#)

### **3. Is this site secure?**

We have taken many steps to ensure the security of your transactions in this registration system. We provide 128 bit encryption (the highest level available to the industry) to ensure information security. You will see the familiar "padlock" symbol at the bottom of "My Basket" and "My Account" pages indicating that your data is secure.

[\(return to top\)](#)

### **4. What if I don't have, or don't want to use a credit card?**

Unfortunately a credit card is required - Visa, Mastercard or American Express to use online registration. If you have credits on your account, the system will apply these to cover the costs up to the value of the course(s) being registered for; however, credits on your account cannot be used to cover online registration fees. For these fees, a credit card is required for online registration. You must ensure that your account balance is sufficient to cover the cost of your registration(s) as payment in full is required for online registrations.

[\(return to top\)](#)

## **My Account**

### **1. I am a new customer. What do I need to do? Do I have an account?**

The City of Cambridge Community Services Department facility booking and program registration system has been in place since 1999, if you have registered for a program or booked a facility with us since 1999, there is a good chance you currently have an account with us. Please phone any [Cambridge Recreation Facility](#) to obtain a "Client ID" and "Account PIN".

If you have never registered a family member for a program with the City of Cambridge Community Services Department: Contact in person or by phone any [Cambridge Recreation Facility](#) and a staff person will be happy to assist setting up an account for you. Please make sure you have all pertinent information available. ex. Birth dates, family member names, etc.

There is only one Account PIN that is shared by your family members. Any family member can sign in and register other family members. The Client ID used to sign in does not have to be the person that is being registered.

[\(return to top\)](#)

## **2. What is an "Account PIN"?**

Each account has an Account PIN. This is the account's Personal Identification Number and serves as the account's password to use online registration. It should not be shared with anyone other than those people listed on the account.

[\(return to top\)](#)

## **3. What is a "Client ID"?**

Each individual in your account has an individual Client ID. This number identifies each individual to the system. At least one Client ID from an individual on your account is required to log in to the system.

[\(return to top\)](#)

## **4. Can I change my Account PIN or Client IDs?**

Client IDs are assigned by the system and cannot be changed since they uniquely identify each person in the system. The Account PIN can be changed by going to the 'My Account' tab and clicking on the 'Change Account PIN' button. For assistance please call any [Cambridge Recreation Facility](#).

[\(return to top\)](#)

## **5. I am unable to sign in.**

You will be "locked out" of your account after trying to "sign in" five (5) times unsuccessfully or you stopped using Online Registration for a period of ten (10) minutes or longer. Please click "Refresh" (IE) or "Reload" (Netscape) on your browser and log back in. Your account may also have been frozen. Please contact any [Cambridge Recreation Facility](#) or [email us](#) to unlock your account.

[\(return to top\)](#)

## **6. I forgot my Client ID and Account PIN. What should I do now?**

If your email is in our database, you can click on the "Request My Login Info" link under the "My Account" tab where you logged into the system. Only the Main Contact's "Client ID" and "Account PIN" will be emailed to you as this is all that is required to access your family account. You can then select any family member and register from the drop-down list under the "Shopping Cart" tab. If your email address is not recognized, you will receive a message that the address you entered cannot be found in our database. You should then contact any [Cambridge Recreation Facility](#).

[\(return to top\)](#)

## **7. I would like to add one or more family members to my account. How do I do this?**

To add one or more family members to your account, you will need to call any [Cambridge Recreation Facility](#).

[\(return to top\)](#)

## **8. I would like to change my mailing or email address. How do I do this?**

In order to change your mailing or email address in the system, you will need to call any [Cambridge Recreation Facility](#).

[\(return to top\)](#)

## 9. What email address should my family provide for Online Registration?

Only the email address of the Main Contact is logged into the system. This enables the account holder to control who has access to the "Account PIN" with the "Request My Login Info" function.

[\(return to top\)](#)

### **Registration**

#### 1. How do I search for a course?

Single click on the "Programs" tab, type in your barcode (if known). If you do not know the barcode of your course, you have two (2) Options.

Option 1 - single click on the "advanced search", to the right of the barcode entry field, and type in a partial or full name of the program you are looking for in the keyword field  
or

Option 2 - Browse for a program using the Recreation Program Brochure sections. All of the programs being offered will be displayed with a brief description. Click on the program title for class listings, locations, etc.

[\(return to top\)](#)

#### 2. How do I register for a course?

1. Click on the "My Account" tab and sign in using your "Client ID" and "Account PIN".
2. "ADD" the desired course to your Cart. If there is no "ADD" button, this course is currently not available for internet registration.
3. For each registration, select the family member you wish to register from the "Client Selection" drop box.
4. To register for additional courses, click on "Continue Shopping" and move back and forth between "Shopping Cart" and "Programs" screens using the tabs at the top of the page.
5. When you have finished adding all of your courses, proceed to the "Check Out" and make a payment. When you have entered your credit card information, click on "Complete Transaction." You will be able to print a receipt if your transaction is successful by clicking on the "Printer" icon.

If you make a mistake in registering for a course, use either the "Clear Cart" or "Remove" buttons instead of the "Back" button.

**Please Note: Some courses have pre-requisites attached to the course. These pre-requisites of a previous course or course level may prevent you from registering online if you a) have not taken that previous level with the City of Cambridge and are registering with the City for the first time or b) are unsuccessful in passing a previous course requirement or the course has not been completed. If you have any questions re. the possibility of a pre-requisite being attached to a course that may prevent you from registering online, please contact any [Cambridge Recreation Facility](#) .**  
[\(return to top\)](#)

#### 3. How do I withdraw from a course? See Refund Policy

In order to withdraw from a course, you will need to call any [Cambridge Recreation Facility](#).  
[\(return to top\)](#)

#### **4. How do I transfer to another course?**

In order to transfer to another course, you will need to call any [Cambridge Recreation Facility](#).

#### **5. Are there programs that are not available in Online Registration?**

Most programs are available for registration via Online Registration. If there is no "ADD" button, this course is currently not available for internet registration.

[\(return to top\)](#)

#### **6. I qualify for Activities for Less. Can I apply my Activities for Less subsidy using Online Registration?**

No, unfortunately Activities for Less subsidy is not available using Online Registration. Please contact any [Cambridge Recreation Facility](#) and a staff person will be happy to assist you with your registration.

[\(return to top\)](#)

#### **7. How can I tell if a course is available or if I have been waitlisted?**

When searching for a course, before adding it to your cart, there will either be an "ADD" or "WAITLIST" button. On rare occasions, clients may simultaneously select "ADD" to register for the last available spot for the same course. If this occurs, the unsuccessful client(s) will automatically be waitlisted. When viewing "Shopping Cart," check to see if a course fee appears under the Fee column indicating that you are registered, or if the word Waitlist appears, indicating the course is full and you have been waitlisted.

[\(return to top\)](#)

#### **8. How can I verify/see what courses my family members are currently registered in?**

Click on "My Account" and sign in. Once you have successfully signed in, the "My Account" page will contain the names of all of your family members. Click on "History" for each family member or "All Clients" to see details of current registrations.

[\(return to top\)](#)

#### **9. How do I register a child/person from another family?**

If you are registering and paying for another family you will need to call any [Cambridge Recreation Facility](#).

[\(return to top\)](#)

#### **10. How will I know if a spot becomes available after I have waitlisted?**

If a spot should become available due to another person cancelling or transferring out of the class, you will receive a call from us. At that time you can decide whether to take or decline the spot. If we leave a message for you on an answering machine or with a person, you must return our call by the end of the business day in order to request that spot.

[\(return to top\)](#)

### **11. How can I find out my position on the Waitlist?**

You can contact any [Cambridge Recreation Facility](#).  
[\(return to top\)](#)

### **12. What is the procedure for registering if a participant is the incorrect age?**

Online Registration will not allow you to register if the participant does not meet the required age. If you have any questions or concerns please contact any [Cambridge Recreation Facility](#).  
[\(return to top\)](#)

### **13. Can I register for a program that has already started?**

After a registration deadline, online registration is not available. You may, however, be able to register at the facility offering the program you are interested in. Please call any [Cambridge Recreation Facility](#).  
[\(return to top\)](#)

### **14. Will I still receive a confirmation in the mail?**

No. Your online receipt contains your confirmation/program information.  
[\(return to top\)](#)

### **15. What are the Registration Start Dates?**

Spring programs begin registration in March  
Summer programs begin registration in June  
Fall programs begin registration in August  
Winter programs begin registration in December  
[\(return to top\)](#)

### **16. Can I purchase a membership using C.O.R.A.L.?**

No, new memberships cannot be purchased online; however, existing memberships can be renewed online. To purchase a new membership you can contact any [Cambridge Recreation Facility](#).  
[\(return to top\)](#)

### **17. Membership expires before the course start date?**

To qualify for the membership rate, your membership MUST be valid at the time of the course start date you are registering in. If your membership has expired prior to the course start date, you will have to renew your membership before registering online to qualify for the membership rate.  
[\(return to top\)](#)

## **18. Is there a fee to use this service?**

Yes, this is a hosted system provided by Active Networks Inc. to cover the cost of providing this service to you. All fees are payable directly to Active Networks and are listed separately on your invoice. The fees are as follows:

Total fees below \$150, 6.5% of the event fee plus \$.50, \$2.00 minimum charge

Total fees between \$150 - \$500, 3.5% of the event fee plus \$5.00

Total fees above \$500, 2.5% of the event fee plus \$10.00

[\(return to top\)](#)

## **Other Policies**

### **What is your Refund Policy?**

Refunds cannot be requested online, for assistance please contact any [Cambridge Recreation Facility](#).

#### **1. Refund/Credit Policy**

1. To qualify, all refunds must be requested before the 3rd class of the course, except in certain extenuating circumstances. Extenuating circumstances would include medical issues preventing the individual from partaking in the program registered, program cancellations or alterations by the City of Cambridge, or any other issue approved by the program supervisor. At the discretion of the facility manager, medical reasons may require the presentation of a doctor's note to qualify.

2. There will be no refunds at or below \$10.00

3. All course withdraws, or transfers, are subject to proration up to and including the third class regardless of the registrant being in attendance or not.

4. All course refunds or credits, above \$10.00, will be subject to proration (if applicable) and subject to a 15% administration fee or \$5.00, whichever is greater. Exceptions would be subject to the extenuating circumstances section specified in Clause 1 above.

5. Credits can remain on the account and are not subject to administration fees except where the credit has not been used by December 31st of the year following the application of the credit. After December 31, of the year following the application of the credit, the credit will be refunded and subject to all applicable conditions in Clause 2 and 4 above.

6. No administration fees will be applicable to transfers between one (1) course to another within the same session. Transfers; however, must be made prior to the 3rd class of the original course and will be based on program availability. Transfers, after the 3rd class, are subject to the discretion of the program supervisor.

[\(return to top\)](#)

## 2. Course Cancellation

Register early to avoid disappointment. Delayed registration may result in a course cancellation. If your course is cancelled due to insufficient enrollment, you may transfer, free of charge, to another course - subject to availability - or receive a full refund.

[\(return to top\)](#)

## 3. Class Postponement

If it is necessary to cancel a class due to inclement weather, pool closures, instructor illness etc ... every attempt will be made to re-schedule the class. However, if the class cannot be re-scheduled a prorated refund will be issued.

The Community Services Department of Cambridge reserves the right to withdraw, postpone, cancel or combine classes, to limit/increase registration or course locations at any time.

[\(return to top\)](#)

### Comments and Questions

[Email us](#) or call any [Cambridge Recreation Facility](#).

### Comments and Questions

Please call any Cambridge Recreation Facility.

### *Facility Contact Information:*

Cambridge Centre for the Arts, 60 Dickson Street, N1R 8N1

Phone: **519-740-4681 X4376**, Fax: 519-624-0379

Hours of Operation: **Mon to Thurs 8:30a – 9p, Fri 8:30a – 4:30p, Sat 9a – 3p**

John Dolson Centre, 212 South Street, N1R 2P4

Phone: **519-740-4681 X4431**, Fax: 519-623-2873

Hours of Operation:

**July/August - Mon to Thurs 7:30a – 9p, Fri 7:30a – 7p, Sat & Sun 7a – 9p**

**Sept/June – Mon to Fri 8a – 9:30p, Sat 8a – 7p, Sun 12:30p – 7p**

W.G. Johnson Centre, 31 Kribs Street, N3C 2L3

Phone: **519-740-4681 X4467**, Fax: 519-654-0033

Hours of Operation: **Mon to Thurs 6a – 10:30p, Fri 6a – 9:30p, Sat & Sun 8a – 8p**

Allan Reuter Centre, 507 King Street East, N3H 3N4

Phone: **519-740-4681 X4422**, Fax: 519-653-4302

Hours of Operation: **Mon – Fri 9a – 4p**

David Durward Centre, 62 Dickson Street, N1R 1T8

Phone: **519-740-4681 X4358**, Fax: 519-624-8992

Hours of Operation: **Mon – Fri 9a – 4p**

G.E. (Ted) Wake Lounge, 31 Kribs Street, N3C 2L3

Phone: **519-740-4681 X4467**, Fax: 519-654-0033

Hours of Operation: **Mon – Fri 9a – 4p**

[\(return to top\)](#)