




## Registration Information Index - Online Activities Guide

Registration Information including CORAL online registration .....	2-3
Registration Form.....	4
Activities for Less Subsidy Program .....	5



# Registration for City of Cambridge Fall Programs

	Online Registration CORAL 	In Person 	Mail 		
What You Need	<ul style="list-style-type: none"> <li>Account PIN</li> <li>Client ID</li> <li>Course Barcode</li> <li>Visa, Mastercard, AMEX</li> <li>Or Credit on Account</li> </ul> <p><b>If using CORAL for the first time, please visit a Recreation Centre to get your Account PIN, Client ID &amp; Info Package</b></p>	<ul style="list-style-type: none"> <li>Completed Registration Form (be sure to include as many options as possible)</li> <li>Cash, cheque (made payable to the City of Cambridge) or Visa or Mastercard, Debit or credit on account</li> </ul>	<ul style="list-style-type: none"> <li>Completed Registration Form (be sure to include as many options as possible)</li> <li>Cheque made payable to City of Cambridge (do not mail cash) or credit on account.</li> </ul>		
What To Do	<ul style="list-style-type: none"> <li>Log onto <a href="http://www.cambridge.ca">www.cambridge.ca</a></li> <li>Click on CORAL Online Registration</li> <li>Follow instructions</li> </ul> <p>If you are having trouble call any recreation facility listed below.</p>	<ul style="list-style-type: none"> <li>For Recreation Programs, visit any recreation facility listed below.</li> <li>For Aquatic Lessons, visit the facility at which the program is being offered.</li> </ul>	<ul style="list-style-type: none"> <li>Mail completed forms to the facility through which the program is offered (see addresses below)</li> </ul>		
Dates/Times	<p><b>Recreation Programs</b> Tues August 23</p> <p><b>Aquatic Lessons*</b> Residents &amp; Non-Residents starting on Sat. Sept 10, 8am Privates/Semi Privates not available online.</p>	<p><b>Recreation Programs</b> Tues August 23</p> <p><b>Aquatic Lessons*</b> Residents &amp; Non-Residents starting on Sat. Sept 10, 8am</p>	<p><b>Recreation Programs</b> Tues August 23</p> <p><b>Aquatic Lessons*</b> Mailed forms will be accepted on Sat. Sept 10 at 8am. Privates/Semi Privates not available by mail.</p>		
Confirmation	<p>Successful registrations and waitlists will be detailed on your confirmation / receipt. Please print your receipt for your records.</p> <p><b>Receipts will not be mailed from Centres.</b></p>	<p>You will receive a confirmation of your placement at time of registration or by mail.</p>	<p>You will receive a confirmation of your placement by mail. During registration periods staff are extremely busy and phone confirmations will not be made.</p>		
Notes	<p><b>Registering for both Recreation Programs &amp; Aquatic Lessons*?</b> Register for recreation programs on or after August 23. Do not wait until Aquatic Lesson dates as Recreation Classes may already be full.</p> <p>(*Aquatic Lessons includes Waterbabies to Swim Kids Level 10, Semi-Private &amp; Private lessons only. Aquatic Leadership Courses and water programs like Baby Fat Boot Camp etc. are considered Recreation Programs)</p> <p>Private &amp; Semi Private lessons can only be registered for in person.</p> <p><b>IMPORTANT NOTICE: Credit Card Policy</b> (This policy DOES NOT AFFECT payments made through CORAL): Credit Card payments require the cardholder to be present in order to process the transaction. Payment transaction over the phone, by fax, or by email cannot be processed. Details on page 10.</p> <p>Find more registration details on page 10, including Non-Resident Surcharge Fee (Aquatics)</p>				
Facilities	<p><b>WG Johnson/TWL</b> Aquatics / Recreation 31 Kribs Street Cambridge N3C 2L3 519-740-4681ext. 4467</p>	<p><b>John Dolson Centre</b> Aquatics / Recreation 212 South Street Cambridge N1R 2P4 519-740-4681ext. 4431</p>	<p><b>David Durward Centre</b> 62 Dickson Street Cambridge N1R 1T8 519-740-4681ext.4358</p>	<p><b>Allan Reuter Centre</b> 507 King Street E Cambridge N3H 3N4 519-740-4681ext. 4422</p>	<p><b>Centre for the Arts</b> 60 Dickson Street Cambridge N1R 8N1 519-740-4681ext. 4376</p>



# CORAL

Cambridge Online Registration for Activities & Leisure

## Harmonized Sales Tax (HST)

All recreational programs (excluding programs provided primarily to children 14 years of age or younger), memberships, ice rentals/pool rentals and admissions, hall and other facility bookings will be subject to the Harmonized Sales Tax (HST) rate of 13%.

## Registration Choices

When using the manual Registration Form, it is very important to include at least 6 options! Should we not be able to accommodate ALL of your first option(s) we will automatically go to your second option(s) for all those being registered.

## Bar Codes

Include the barcode of your course (found in the course listing). This will help us increase the speed of the registration process.

## Waitlists

If a class was filled before your form was processed, you will be placed on a waitlist. We will attempt to contact you if a space becomes available prior to the first lesson. With CORAL you can choose to be on a waiting list.

## You didn't receive a Confirmation Letter?

Should you attend the first class? If you did not receive a confirmation letter prior to the first day, contact the centre you are attending. With CORAL, your online receipt contains your confirmation / program information.

## Make-up Classes

Occasionally classes have to be cancelled due to unforeseen problems. We will make every attempt to reschedule. Make-up classes due to participant illness or personal commitments will not be available.

**Parents should be aware** that the Child & Family Services Act requires that any suspicion of child abuse be reported immediately to Family and Children's Services.

## Returned Cheques

Sometimes mistakes happen. To cover costs, a \$75 administrative fee must be charged for all cheques returned by a bank. We will require that the original cheque be replaced with a cash or debit payment.

## Credit Card Policy

**IMPORTANT NOTICE:** This policy DOES NOT AFFECT payments made through CORAL.

Credit Card payments require the cardholder to be present in order to process the transaction. Payment transaction over the phone, by fax, or by email cannot be processed.

The City is required to be compliant with Payment Card Industry Data Security Standards (PCI DSS). These standards prohibit the processing of credit cards where the card is not physically present. To ensure that the City is compliant with these standards, credit card payments will only be accepted in person or through the Coral website. For more information on PCI DSS please visit [https://www.pcisecuritystandards.org/security\\_standards/pci\\_dss.shtml](https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml)

## Non Resident Surcharge Fee

Patrons residing outside the City of Cambridge will be charged a non-resident fee in addition to the aquatic program fee. This fee will be automatically calculated when you register. The fee shall be 20% of the program fee levied per registration. For more information call: W.G. Johnson Centre at 519-740-4681 ext. 4467 John Dolson Centre at 519-740-4681 ext. 4431

## Financial Assistance

See page 8 for information on Activities for Less.

## New Photography Procedure

**Aquatic Lessons:** Photographs of your own children during swimming lessons can only be taken on the 5<sup>th</sup> week of lessons

**General Interest and Leisure Programs:** Patrons who do not wish to have their photograph's taken during registered or supervised general interest and leisure programs must notify staff at the time of registration. The use of all electronic equipment with photographic capabilities is not permitted in any of our change rooms or washroom facilities.

## Active Kids = Tax Credit

See page 4 for details on available Tax Credits related to Children's Programs.

## Refunds and Credits

1. To qualify, all refunds must be requested before the 3<sup>rd</sup> 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.

3. All refunds, above \$10 will be prorated and subject to a 15% administration fee or \$5, whichever is larger. Exceptions would be subject to the extenuating circumstances section specified in Clause 1 above.

4. Credits can remain on the account and are not subject to administration fees except where the credit has not been used by December 31<sup>st</sup> 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 3 above.

5. 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 3<sup>rd</sup> class in the original course and will be based on program availability. Transfer after the 3<sup>rd</sup> class is subject to the discretion of the program supervisor.

## 6. New Refund policy for Aquatic Leadership Courses and Day Camp Programs at W. G. Johnson Centre and John Dolson Centre effective September 1, 2011.

Withdrawals or transfer 5 business days or less prior to the start of the course will receive no refund. Withdrawals or transfers greater than 5 business days prior to the start of the course will receive a full refund minus a 15% or \$5 (whichever is greater) administration fee whether the amount is left on the account or is to be refunded.



PLEASE READ THE INFORMATION ON THE PREVIOUS TWO PAGES

HOUSEHOLD CONTACT INFORMATION – person responsible for account			
<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss    First Name (Adult)		Last Name	
Address		City	Postal Code
Date of Birth ____ \ ____ \ ____ month    day    year	Home Phone #	Business Phone #	Day time #
E-mail Address:		Please e-mail updates and newsletters about similar programs <input type="checkbox"/> Yes <input type="checkbox"/> No	

**PARTICIPANT INFORMATION**

**Location:**    \_\_ Johnson    \_\_ Dolson    \_\_ TWL    \_\_ DDC    \_\_ ARC    \_\_ Centre for the Arts

**If choices are full:**

- A) Can we register one participant without the other?     Yes     No  
 B) If we cannot register your children into the same day, can they be registered into available options you have listed?     Yes     No

Participant #1	Participant #2	Participant #3
First Name	First Name	First Name
Last Name	Last Name	Last Name
Date of Birth                      __ male ____ \ ____ \ ____                      __ female month    day    year	Date of Birth                      __ male ____ \ ____ \ ____                      __ female month    day    year	Date of Birth                      __ male ____ \ ____ \ ____                      __ female month    day    year
Special Needs / Medical Information	Special Needs / Medical Information	Special Needs / Medical Information
Program                      \$	Program                      \$	Program                      \$

Choices	Choices	Choices
Session:	Session:	Session:
1    Day / Time                      Barcode	1    Day / Time                      Barcode	1    Day / Time                      Barcode
2    Day / Time                      Barcode	2    Day / Time                      Barcode	2    Day / Time                      Barcode
3    Day / Time                      Barcode	3    Day / Time                      Barcode	3    Day / Time                      Barcode
4    Day / Time                      Barcode	4    Day / Time                      Barcode	4    Day / Time                      Barcode
5    Day / Time                      Barcode	5    Day / Time                      Barcode	5    Day / Time                      Barcode
6    Day / Time                      Barcode	6    Day / Time                      Barcode	6    Day / Time                      Barcode

PAYMENT INFORMATION			
<b>Total Registration Fee:</b>	\$	<input type="checkbox"/> Cheque <input type="checkbox"/> Cash <input type="checkbox"/> <input type="checkbox"/>	
<b>Office Use Only: Date:</b>		<b>Staff Initials:</b>	

**WG Johnson/TWL**  
 31 Kribs Street  
 Cambridge, ON N3C 2L3  
 519-740-4681 ext. 4467  
 519-654-0033- fax

**John Dolson Centre**  
 212 South Street  
 Cambridge, ON N1R 2P4  
 519-740-4681 ext. 4431  
 519-623-2873 – fax

**David Durward Centre**  
 62 Dickson Street  
 Cambridge, ON N1R 1T8  
 519-740-4681 ext. 4358  
 519-624-8992 - fax

**Allan Reuter Centre**  
 507 King Street E  
 Cambridge, ON N3H 3N4  
 519-740-4681 ext. 4422  
 519-653-4302 – fax

**Centre for the Arts**  
 60 Dickson Street  
 Cambridge, ON N1R 8N1  
 519-740-4681 ext. 4376  
 519-624-0379 – fax

This personal information is collected under authority of the Municipal Freedom of Information and Protection of Privacy Act to administer the facility booking and/or membership/program registration for the City of Cambridge and program registration only for the library and gallery. It could also be used to contact you about this or similar programs. The personal information you provide will be contained in a personal information databank, accessible only to staff of both the City of Cambridge and Cambridge Libraries and Galleries who have security access to this software application. If you do not wish to have your information stored and maintained in this manner you can request an alternate form of registration. If you have any questions, please contact the Freedom of Information Coordinator at 519.740.4680, Ext. 4079

# Activities for Less: Recreation Subsidy Program

## Activities for Less

The City of Cambridge has teamed up with the YMCA of Cambridge to combine our recreation subsidy program application form.

**Activities for Less** is the name of the recreation subsidy program.



The City of Cambridge believes that all citizens of Cambridge should have access to enjoy the many recreational programs offered at our centres, even when a person's personal or financial circumstances may keep them from participating. For that reason, the City is committed to providing assistance to those individuals and families with low incomes by subsidizing part of the costs of memberships or programs directly run by the Community Services Department.

The Chaplin Family YMCA of Cambridge is a charitable organization committed to



helping grow in spirit, mind and body. They believe that their programs and services should be accessible to everyone regardless of age, background, ability or socio-economic status. That's why the YMCA makes sponsored memberships



available. A YMCA sponsored membership offers the same facilities, programs and services as their YMCA general membership but at a

reduced monthly rate. No membership is free – every member is asked to pay some portion of the cost of their membership on a monthly basis.

Determination of assistance is based on the "Statistics Canada Low Income Level Indicators."



**Activities for Less application forms** can be picked up at the YMCA of Cambridge, the WG Johnson Centre, the Allan Reuter Centre, the Cambridge Centre for the Arts, the David Durward Centre, and the John Dolson Centre. Applications are also



available at the many neighbourhood community centres in the City, and can also be downloaded at [www.cambridge.ca](http://www.cambridge.ca)

For more information about the **Activities for Less** program please call the City of Cambridge at 519-740-4681 ext. 4469 or the Chaplin Family YMCA of Cambridge at 519-621-3250.