

# Things You Should Know

## How do I coordinate registrants?

If you wish to attend the same program as a friend or relative, STAPLE together all forms and payments if using the drop box. Unfortunately, we cannot guarantee registrant coordination through our automated registration systems.

## What if my choice is full?

Should your program choices be full, applicants will be placed on a waitlist. Registration fees that are paid for by cheque are held until the third scheduled class. Should we not place a registrant by that time, your cheque will be HELD in the Contact Centre for a six-month period and then destroyed. If you wish to pick up your cheque, please contact the Contact Centre. Sorry, we do not mail unused cheques.

## How will I know if a spot becomes available after I have been waitlisted?

1. The Automated Callback Phone system will contact you when a space becomes available in a program you have been waitlisted for.
2. The Automated Callback Phone system will indicate that there is an opening for the client, with program name and start date.
3. The Automated Callback Phone System will provide you with the option of accepting or declining the space available.
  - Acceptance of the space in the program will automatically transfer you to FastTrack, the automated registration phone system.
  - The system will provide you with a confirmation number and prompt you to make a credit card payment immediately. Failure to make a payment prior to hanging up will result in losing the reserved space and your confirmation number will become void.
4. A message will be left if you are not home to receive a call in person, the message will indicate that a space has become available in a program you are waitlisted for and you are to call the Contact Centre before 3:00 p.m. the next business day to accept or decline the spot. If you do not call the Contact Centre prior to 3:00 p.m. the next business day, your name will be removed from the waitlist.

## Can I transfer classes?

Transfers will be permitted if space is available. You may transfer at least two business days before the start of a course using EZ Reg\*, or Fast Track\* or by filling out a Change Request Form. Forms are available online at [www.markham.ca](http://www.markham.ca) or at your local community centre. Sorry, cancellations and transfers will not be handled by phone or email.

- \* transferring via EZ Reg and FastTrack is only available if the program is available for registration via these methods as well.

## Children's Fitness Tax Credit

On your program confirmation letter it will state if the program your child is enrolled in qualifies for the Children's Fitness Tax Credit. Please look for the following statement and keep for your income tax records. For information on eligibility and the amount that can be claimed for this program visit the Canada Revenue Agency website at [www.cra-arc.gc.ca/fitness](http://www.cra-arc.gc.ca/fitness) or call 1-800-959-8281.

## Returned cheques - Oops!!

We know that mistakes sometimes happen, but it is necessary to administer a \$30.00 charge for returned cheques.

## Older Adults...

"Seniors" aged 65+ may register in any adult program for 30% off of the registration fee. Supply costs, if applicable, must be paid in full.

## I have a special need!

Every effort will be made to integrate individuals with special needs into the programs offered by the department whenever it is safe and enjoyable to all participants. Please refer to Special Need Services pages for details.

## Financial assistance - Recreation for all!

It is the belief of the Town of Markham that municipal recreation opportunities should be available to all residents. Markham residents experiencing financial difficulty may request a fee assistance application by calling the Contact Centre Manager at 905-477-7000, x6258. Applications for assistance must be supported by a social service organization, and a monthly income statement is required. Some restrictions apply.

## I'm not a Markham resident! Can I register?

Registrations belonging to non-residents (applicants who do not reside in Markham or do not pay Markham property or business tax) will be charged a non-resident fee of \$10.00 per person per program and delayed until after resident registration has begun (see dates listed in guide). We reserve the right to request proof of residency.

## Why programs get cancelled

If there are not enough participants signed up, the program will be cancelled. Please register early to avoid disappointment. If we cancel a program, we will do our best to place you elsewhere. If we cannot transfer you to another class, you will be issued a full refund.

## Find a mistake?

We make every effort to ensure that the information printed in this guide is correct. However, sometimes even we can't catch everything. Please let us know if you find an error by emailing us at [customerservice@markham.ca](mailto:customerservice@markham.ca). Thanks!