



Town of Whitby Policy

Policy Title:	Recreation Programs Registration Policy
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Point of Contact:	Director of Recreation

Policy Statement

This document outlines the practices and procedures related to the registration of Town of Whitby and Community Connection recreation and leisure programs to develop a registration process that is effective, customer friendly and minimizes risk to the Corporation of the Town of Whitby.

Purpose

The purpose of this policy is to outline the registration processes, ensuring participants and staff are clear on roles, responsibilities, and expectations.

Scope

This policy applies to all registrants of programs offered through the Town of Whitby and Community Connection recreation and leisure programs

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1. Definitions

- 1.1. **Access Program** means the financial assistance initiative offered by the Town of Whitby to help low-income residents participate in recreation programs. Eligibility criteria and application procedures apply.
- 1.2. **Administrative Fee** means a non-refundable charge applied to certain transactions such as refunds, duplicate receipts, or membership holds. This fee covers processing and administrative costs.
- 1.3. **Age Requirement** means a minimum age that participants must meet to enroll in specific programs. This ensures safety, developmental appropriateness, and compliance with regulations (e.g., Ontario childcare standards).
- 1.4. **Aquatics Leadership Programs** means advanced swimming courses that prepare participants for lifeguarding or swim instruction roles. These programs often require prerequisites and age minimums by the exam date.
- 1.5. **Drop-In** means single day participation in activities that do not require preregistration.
- 1.6. **First Come First Served Basis** means a registration method where spots are filled in the order that applications are received. No preference is given beyond the designated priority window (e.g., Whitby residents).
- 1.7. **Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M. 56, as amended (MFIPPA)** is an Ontario legislation that governs how public institutions collect, use, and protect personal information. It ensures transparency and safeguards individual privacy.
- 1.8. **Proof of Residency** means provision of documentation that confirms a registrant lives within the Town of Whitby. Acceptable forms may include a utility bill, driver's license, or property tax statement.
- 1.9. **Public Code of Conduct** means the Code of Conduct as approved by the council of the Town of Whitby which governs the conduct of all users of Town facilities.
- 1.10. **Pro-Rated Refund** means a partial refund calculated based on the number of classes or days remaining in a program or membership at the time of cancellation.
- 1.11. **Waitlist** is a system that allows individuals to reserve a spot in a program that is currently full. If a spot becomes available, individuals on the list are contacted in order of placement.

- 1.12. **Waiver of Liability and Indemnity** means a legal agreement where participants acknowledge the risks of recreational activities and agree not to hold the Town of Whitby liable for injuries or damages. Indemnity means the participant also agrees to cover any costs or claims resulting from their actions.

2. Responsibilities

It is the responsibility of the Director of Recreation and Manager, Recreation Client Services to ensure the policy is being adhered to and to recommend changes to the policy as required.

3. General Policies and Procedures

- 3.1. Programs have limited registration due to space, program requirements and staffing capacities. All registration is on a First Come First Served basis, subject to Section 3.2 below. All methods of registration will become available at the same time each registration session.
- 3.2. Whitby residents will have priority for program registration. Registration will open to non-residents one week after the resident registration period begins.
- 3.3. Proof of Residency and age may be required at the time of registration.
- 3.4. Registration Fees, memberships, and/or programs are not transferable, but may be refundable in some situations. The refund is subject to pro-rating and any applicable Administration Fees.
- 3.5. The Town of Whitby reserves the right to cancel or alter any classes, memberships, times, costs or locations as required without notice as deemed necessary. Participants will be refunded, credited, or accommodated depending on the situation.
- 3.6. The Town of Whitby reserves the right to limit the number of registrations per participant in the same program type to make spots available for other participants.
- 3.7. Participants must follow the Public Code of Conduct during the registration process and when participating in Town of Whitby recreation and leisure activities.
- 3.8. Each session, programs will be available for viewing by internet and upon request, by print, prior to the start of registration.
- 3.9. Registrants are encouraged to retain original receipts. Participants who register by the internet must print a copy of their receipt at the time of registration. Duplicate print receipts are available upon request subject to an Administrative Fee.

- 3.10. Once a program has started, registrations may be accommodated when available and fees may be pro-rated to reflect the missed class(es).

4. Registration Methods

- 4.1. Participants can register in person at Town of Whitby facilities where available or online.
- 4.2. The Town of Whitby offers the Access Program to subsidize programs for eligible low-income Whitby residents.

5. Payments

- 5.1. Registration Fees must be paid in full at the time of registration, unless otherwise stated. All payments must be made in a form acceptable to the Town of Whitby at its sole discretion. Internet registrations must be paid by credit card.
- 5.2. Cheques returned by the bank must be replaced immediately. An Administrative Fee will be charged for returned cheques and incomplete credit card transactions. The Town reserves the right to cancel registration or to revoke privileges until full payment is received.

6. Refunds

6.1. Programs

- If the Town of Whitby cancels a program prior to the start date, the registrant will receive a full refund. If the Town of Whitby cancels a program after the start date the registrant will receive a prorated refund.
- If the registrant withdraws from a program 3 business days prior to the start date, a refund to the original form of payment, or account credit will be issued minus an Administrative Fee.
- If the registrant withdraws after a program has started, but prior to the second class, they can receive a pro- rated refund or credit minus an Administrative Fee.
- No refunds will be issued after the second class outside of medical exemptions with documentation, or supervisor approval.
- Refunds requested by participants are subject to an Administrative Fee. Staff have the authority to waive the Administrative Fee subject to registration errors, supervisor approval or medical reasons with documentation.

- Refunds for Camp programs can be requested 5 days in advance of the camp start date. A refund Administrative Fee will be applied to the refund. No partial refunds will be provided once the camp week starts outside of medical exemptions with documentation.

6.2. Transfers

- Activity Transfers will be accommodated based on availability.
- Recreation program transfers can occur at any time. Transfers into level-based activities such as group swimming lessons will be granted at the sole discretion of Staff.

6.3. Memberships

- Membership cancellations must be submitted within the time frame of membership. A pro-rated credit or refund will be issued as of the date submitted. An Administrative Fee will be applied for refunds.
- Note: If a participant decides to cancel their membership within 10 days of joining, they may choose a full refund, or a credit can be applied to their account at full value.

6.4. Special Events

- Refund requests within seven (7) days of a Special Event will be refunded at the sole discretion of Staff.

6.5. Admissions Tickets/10 Passes

- Drop in admissions tickets and ten (10) ticket passes are non-refundable and hold no cash value.

7. Waitlist

- 7.1. In the event a course is full, registrants have the option of being placed on a waitlist and will be notified if a spot becomes available. Upon notification, waitlist registrants will have 24 hours to provide full payment to secure the spot in the program.

8. Age Requirements

8.1. Programs

- If age is a course requirement, program participants must meet the minimum required age by the start of the program.

- For Aquatics leadership programs registrants must be of age by the exam date and hold the minimum required prerequisite for the specific course they are registering for.
- For Summer Camps participants must be four (4) years of age by the first day of their camp start date, as per Ontario childcare regulations.

8.2. Memberships

- When enrolling in a membership package, members must meet the age requirement specified for that package at the start of the membership term.

9. Risk and Waivers

- 9.1. Risk is inherent in recreation activities. All in person registrants must sign a Waiver of Liability and Indemnity at the time of registration. Online registrants must agree to the Waiver of Liability and Indemnity upon check-out.

10. Freedom of Information and Protection of Privacy Act

- 10.1. Personal information on registration forms is collected under the authority of MFIPPA and the Municipal Act, 2001, S.O. 2001, c. 25, and is used for the administration of recreation program(s). Questions regarding the collection of personal information should be directed to the Town of Whitby Records Manager, 575 Rossland Road East, Whitby, ON L1N 2MB.

This Policy is hereby approved by Council Resolution #249-25 on this 15th day of December, 2025.