

HOW TO REGISTER:

Registrations are accepted on a FIRST COME, FIRST SERVED basis.



Register online

www.porthope.ca/recreation-and-leisure

Register online during our registration dates listed using our ActiveNet System 24/7.

✓ Pay by credit card.

Please be advised that a small service charge will be applied to all applicable online transactions.



Call

905-885-2474

Call in and register by phone.

✓ Pay by credit card.



In person

During Facility Hours

Register at:

Town Park Recreation Centre or Jack Burger Sports Complex.

✓ Pay by cash, cheque, debit or credit card.

Make cheques payable to the Municipality of Port Hope (\$25 charge for NSF cheques).

IMPORTANT NOTICE: The Municipality of Port Hope Department of Parks, Recreation and Culture reserves the right to withdraw, amend, change, postpone or combine any programs, classes and/or courses that are listed in this Guide. Please provide us with your e-mail address during registration so we may communicate important information directly to you.

REGISTRATION INFO

Registration Dates & Times

*Note: all classes will be pro-rated on cancellation dates and holidays. All program dates will be included on registration receipts.



Fall Aquatic Programs: September 9 - November 17

Registration dates: August 19 - September 4



Fall Programs: September 16 - November 17

Registration dates: August 19 - September 11



Winter 1 Programs and Aquatics: November 18 - February 9

Registration dates: November 4 - 13



Winter 2 Programs and Aquatics: February 10 - April 26

Registration dates: January 27 - February 5



Holiday Camp: December 30 and January 2, 3

Registration dates: November 4 - December 23 No holiday camp on January 1, 2020!



March Break Camp: March 16 - 20

Registration dates: February 3 - March 11

REGISTRATION - In person, online, call

The Department of Parks, Recreation and Culture uses ActiveNet, a specialized database developed to better address customer service and management of information. Register for ANY program or service at the Town Park Recreation Centre and Jack Burger Sports Complex or online at www.porthope.ca/recreation-and-leisure

CHANGES

A \$14.50 administration fee will be charged on any changes requested after the registration has been processed or following the close of registration (depending on availability).

PROGRAM CANCELLATIONS

In order to provide quality programs, the Department may not run a program or alter the scheduled time due to insufficient registration. If your class is cancelled or the changed time does not fit your schedule, a full refund or credit will be given with no administration fee. Class levels may be combined in order to run classes that would otherwise be cancelled.

PRIVACY

The use of photographically capable cell phones, cameras and video cameras are not permitted in change rooms/washrooms. Taking photos or making videos/audio recordings without permission in ANY context in which the person has a reasonable expectation of privacy is prohibited.

POOL CHANGE ROOMS

Accessible family change rooms are available at the Jack Burger Sports Complex. Mixed gender families are encouraged to use the family change room.

MULTI-CHILD DISCOUNT

For families with more than 1 child registered there is a 5% discount off registration fees for the second child and 10% off each additional child registered at the same time. Discount does not apply to registration fees for any advanced aquatic leadership, private/semi-private lessons or specialty aquatic classes or specialty camps.

FEE ASSISTANCE / SUBSIDY

The Municipality of Port Hope believes that everyone should have the chance to participate. Fees for participation should not be a barrier. The Municipality has a fee assistance program. For information regarding level of assistance available please ask staff or visit www.porthope.ca/recreation-and-leisure.

REFUNDS / CREDIT ON ACCOUNT

A \$14.50 administration fee will be charged on all refund requests. The only exception is for refunds that are accompanied with medical proof. Refunds requested after the start of a session are subject to pro-rating based on classes completed at time of request. Credit on account is also available and is subject to pro-rating.