

# How to Register



STEP

1

Login to or create your personalized ActiveRH account.



STEP

2

Find your programs and create wish lists of your top picks.



STEP

3

Login to ActiveRH, register for your selected programs and checkout.



## Still want to register in person?



1

Complete the registration form on page 224.

2

Visit any Richmond Hill community centre to register and pay.

## Stay in touch!

Want to be informed of new programs, special offers, registration reminders and Recreation and Culture events?

When registering for an ActiveRH account, make sure you select the checkbox below.

Yes! Please email me the latest news and information.

Already have an account? Log in and select “Update Family Information” under your account settings. Select the checkbox below.

▼ Email and Subscription Lists

Yes! Please email me the latest news and information.

# Registration Information

## Program Requirements

Each program description lists the age group, the skill level and any prerequisite courses that need to be met before attending a program. Want to discuss the program requirements with a staff member? No problem. Look for the Program Coordinator's contact information, listed on the first page of their program section. Please note: You may be asked to withdraw from a course if all of the listed requirements are not met.

## Am I too late to register?

You can register right up to the start of the third class of most programs, with the exception of Aquatic Leadership courses. You cannot register for Aquatic Leadership courses once the first class has started. Late registrations will be pro-rated at the time of registration.

## What if my program choice is full?

Waitlists work! Add your name to the waitlist if the program you want to take is full. We'll contact you if a spot opens up in the course. You will have the option of accepting or declining the spot. Waitlists let us know when there is a demand for a program. When possible, we create additional courses based on program waitlists.

## Why did my program choice get cancelled?

Register early to help ensure your program of choice will run. If we do not have enough registrants for a course, it will be cancelled. If we cancel a course you have registered for, we will contact you to help you choose a different course to take that session. If we cannot find another course that meets your needs, we will issue you a full refund within 4 weeks of the cancellation.

## Do I have to be a resident to register?

You don't have to be a resident to participate in Richmond Hill recreation programs. Everyone's welcome! Non-residents, however, are charged a \$10 non-resident fee per program, per participant. Also, non-resident registration opens after resident registration has already started. Non-residents are welcome to sign up for Richmond Hill memberships. Most memberships offer a price for residents and a price for non-residents.

## Senior Rates

Richmond Hill seniors (65 and older) pay only 70% of the adult registration fee for most program registrations and fitness memberships. Non-residents are not eligible for these rates and must pay the full adult registration fee for all programs and memberships.

## Fee Assistance Program

Richmond Hill recognizes the value of participating in recreation and culture programs. All residents, regardless of financial circumstances, should be able to enjoy the programs and services offered by the Community Services Department. Information and applications for Richmond Hill's Fee Assistance Program are available online at [RichmondHill.ca/SubsidyPrograms](http://RichmondHill.ca/SubsidyPrograms) and at all community centres.

## We Will Contact You

Program confirmations, receipts and waitlist letters will be emailed to you if you provide an email address. If you don't provide an email address, these letters will be mailed to you via Canada Post. If you have not received a program confirmation, receipt or waitlist letter prior to the program start date, please call 905-771-8870.

## Income Tax Receipts

If you require copies of registration receipts from a prior taxation year, please call 905-771-8870. A charge of \$10 per request will apply.

## Returned Payments

Mistakes happen and sometimes payments are declined. In the event of a returned (NSF) cheque or a declined preauthorized payment, you will be charged an administrative fee of \$45. We will contact you to request payment by cash, by certified cheque (made payable to the Town of Richmond Hill) or by a valid credit card.

## Missed Classes

Unfortunately, make-up classes are not offered when you miss a class for personal reasons or illness. If we cancel a class due to poor weather conditions or a facility closure, we will do our best to make up the class. If we are unable to make up the class, you will receive a credit for the class on your family account.

## Play, Live, Be Smoke Free

The *Smoke Free Ontario Act* prohibits smoking in enclosed public places, and within 20 metres of any outdoor playground, splash pad, sports court or sports field. Richmond Hill's *Smoke Free Outdoor Spaces Policy* does not allow smoking within 9 metres of all Richmond Hill facility entrances. Breathe easy knowing that all of Richmond Hill's recreation facilities are smoke free.

## Lost or Stolen Articles

Richmond Hill is not responsible for any damages, or the loss or theft of any personal property brought into our facilities. Please leave anything of value at home. If you must bring valuable items with you, please make sure to lock them up while you are enjoying your program.

## Quality Programs

Our programs are value-priced and designed to deliver personal benefits, making participation in recreation and culture programs an enjoyable experience. Sign up for a program today and see for yourself!

## Qualified Customer-Oriented Staff

Whether it's the Program Instructor, Receptionist or Facility Operator, Recreation & Culture staff are friendly, knowledgeable and committed to helping you achieve a satisfying leisure experience. We guarantee it.



## Inclement Weather Hotline

Due to extreme weather conditions, facilities may be closed and classes cancelled. Call the Inclement Weather Hotline at 905-771-5487 and listen to the 24-hour recorded message to hear information about facility closures and program cancellations.

# Recreation Information

## Program Transfer & Withdrawal Policies

### Program Transfer Policy

Transfer requests will only be accepted through [RichmondHill.ca/ActiveRH](http://RichmondHill.ca/ActiveRH) or by Transfer Request Form. Transfers will be processed according to the criteria outlined below, provided that there is space available in the requested activity.

#### SITUATION

#### OUTCOME

If we receive your Transfer Request Form **less than 5 business days prior to the course start date for Aquatic Leadership Courses or one-day courses or workshops...**

No credit or refund will be issued.

If we receive your Transfer Request Form **prior to the course start date...**

You will receive a full credit for the course transferred out of.

If we receive your Transfer Request Form **up to and including the second day of the course (third class for swimming lessons)...**

You will receive a prorated credit for the course transferred out of. You will not receive a credit for the class that takes place on the day we receive your Transfer Request Form.

### Program Withdrawal Policy

Program withdrawal requests will only be accepted through [RichmondHill.ca/ActiveRH](http://RichmondHill.ca/ActiveRH) or by Withdrawal Request Form. If you choose to complete a Withdrawal Request Form, it must be brought to your local community centre during its hours of operation. Submission of a form does not guarantee that a refund will be issued, and non-attendance at a program does not constitute a notice of withdrawal. Once a withdrawal request is approved, please allow 4 weeks for refund processing. Withdrawal Requests will be processed according to the criteria outlined below.

**IMPORTANT: Requests to "Refund to Account" are final. If you would prefer a credit card refund, please select that option during your withdrawal on ActiveRH or clearly mark that option on your Refund Request Form.**

#### SITUATION

#### OUTCOME

If we receive your Withdrawal Request form **less than 5 business days prior to the course start date for Aquatic Leadership Courses or one-day workshops...**

No credit or refund will be issued.

If you withdraw from the course using ActiveRH **2 or more business days prior to the course start date...**

You will receive a full credit or refund as requested.

If we receive your Withdrawal Request Form **2 or more business days prior to the course start date...**

You will receive a full credit or refund as requested.

If we receive your Withdrawal Request Form **less than 2 business days prior to the course start date...**

You will receive a full credit on your account for future use. If you request a refund, you will receive a full refund less a \$11.30 administration fee.

If we receive your Withdrawal Request Form **on or after the first day and up to 1 business day prior to the third day of the course...**

You will receive a prorated credit or refund for any classes remaining as of the date the Refund Request Form is received, less a \$11.30 administration fee.

If we receive your Withdrawal Request Form **on or after the third day of the course or after the program has ended...**

No credit or refund will be issued.

If we receive your Withdrawal Request Form **accompanied by a doctor's note** indicating that the participant can no longer attend due to medical reasons...

You will receive a prorated credit for any classes remaining as of the date the Withdrawal Request Form and doctor's note are received.

If we cancel your program...

You will receive a full credit or refund as requested.

If the participant is withdrawn by our staff due to program incompatibility...

You will receive a prorated credit for any classes remaining as of the date of withdrawal.

[RichmondHill.ca/ActiveRH](http://RichmondHill.ca/ActiveRH)

# Recreation Information

Save Time, Avoid Administration Fees and Manage Your Own Enrollments!

Transfers and Withdrawals can be done online at the click of a button!

1. Visit **RichmondHill.ca/ActiveRH** and log in with your email address and password.

2. View **Account History** and use the **Transfer** or **Withdraw** buttons to manage your current enrollments.

3. If you are eligible for a refund, select **refund to credit card**. Or, select **refund to account** for future enrollments.

Home Activity Registration Facility Availability Drop-In Calendars Membership Passes My Cart

### Account Options for Recreation Client

- Account Activity
  - Show My Calendar
  - Manage Wish List
  - Update Payment Information
  - View Account History**
- Account Settings
  - Change Your Password
  - Update Account Address or Personal Information
  - Update Information about Allergies, Medical Conditions or Disabilities
  - Update Family Member Information
- Online Services
  - Register for Activities
  - Request Facility Reservations
  - Purchase or Renew Memberships
  - View Your Shopping Cart
  - View Fee Assistance Credits
  - Logoff
- Payment Details
  - Pay on Account
  - List of Account Payments
  - View Account Payment Details
  - Edit Payment Plan Credit Card Information

Home Activity Registration Facility Availability Drop-In Calendars Membership Passes My Cart

### Account Details

Criteria  
Recreation Client and Family

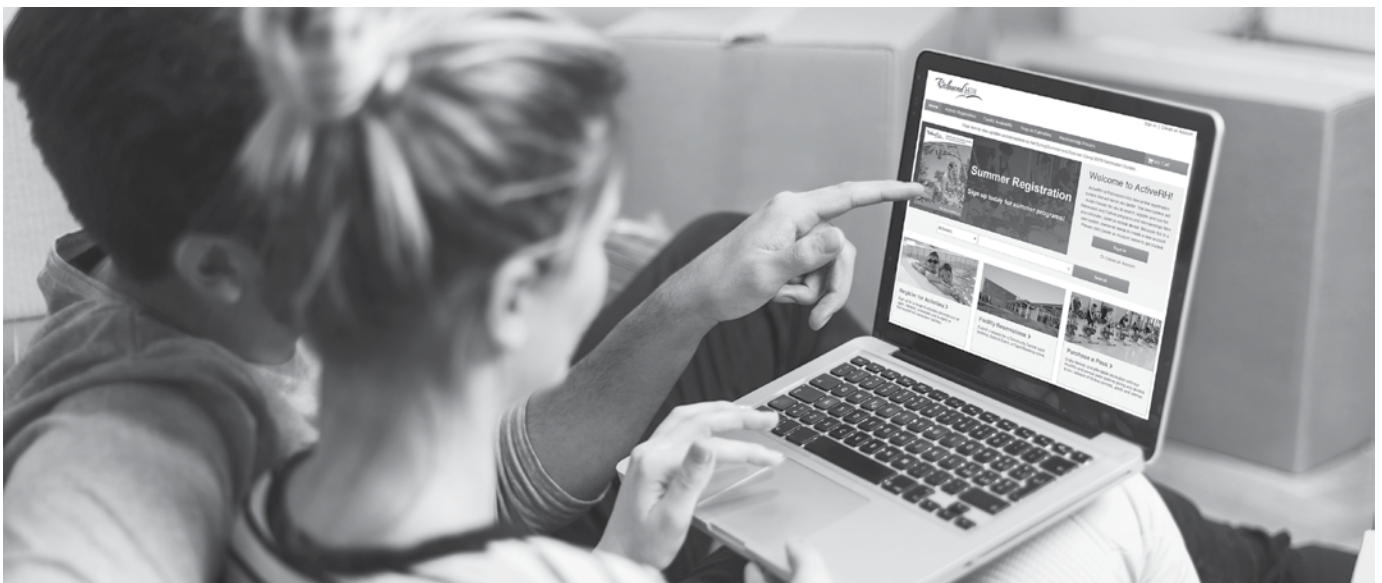
Registrations  Payments  Scholarship Select all Deselect all

Begin Date: Jan 1, 2018  End Date: Dec 31, 2018

Type	Description	Customer Name	Actions
Enroll	Playscapes #20412	Recreation Client	<input type="button" value="Withdraw"/> <input type="button" value="Transfer"/>

**Note: Refunds to account are final.**

**RichmondHill.ca/ActiveRH**



# Registration Form

OFFICE USE ONLY

**OFFICE USE ONLY**

Date Received: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Date Processed: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Processed By: \_\_\_\_\_  
 (dd/mm/yy) (dd/mm/yy)

Personal information on this form is collected under the authority of the *Municipal Act 2001*, S.O. 2001, C.25, and will be used for the purposes of program registration and administration. Inquiries regarding this collection can be directed to the Manager, Information Governance, 225 East Beaver Creek Road, Richmond Hill, Ontario, 905-771-8800.

**A. FAMILY INFORMATION (PLEASE PRINT)**

**FIRST PARENT/GUARDIAN**

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ BIRTH DATE: DAY | MONTH | YEAR GENDER: M  F

FAMILY ADDRESS: \_\_\_\_\_ APT./UNIT#: \_\_\_\_\_

CITY/TOWN: \_\_\_\_\_ POSTAL CODE: \_\_\_\_\_ HOME PHONE NO.: \_\_\_\_\_

CELL PHONE: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

**SECOND PARENT/GUARDIAN**

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ BIRTH DATE: DAY | MONTH | YEAR GENDER: M  F

CELL PHONE: \_\_\_\_\_ EMAIL ADDRESS: \_\_\_\_\_

**B. CLIENT ALERT INFORMATION**

Does the participant listed on this form have a disability, medical condition or allergy you would like us to know about? YES <input type="checkbox"/> NO <input type="checkbox"/>	Does the participant listed on this form have any medical conditions we need to know about? YES <input type="checkbox"/> NO <input type="checkbox"/>	Does the participant listed on this form have any disabilities or special needs? YES <input type="checkbox"/> NO <input type="checkbox"/>	If yes to any of these questions, please indicate the participant's name and provide additional information. _____ _____
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**C. PARTICIPANT ONE**

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ BIRTH DATE: DAY | MONTH | YEAR GENDER: M  F

	COURSE CODE	LOCATION	START DATE	TIME	FEE
FIRST CHOICE					
SECOND CHOICE					

**D. PARTICIPANT TWO**

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_ BIRTH DATE: DAY | MONTH | YEAR GENDER: M  F

	COURSE CODE	LOCATION	START DATE	TIME	FEE
FIRST CHOICE					
SECOND CHOICE					

**THIS WAIVER AND CONSENT MUST BE SIGNED IN ORDER FOR THIS APPLICATION TO BE PROCESSED. PLEASE READ CAREFULLY!**

I, being either the participant(s) named on this Registration Form or the parent or guardian of the participant(s), acknowledge and understand that: (a) each person, me/my child(ren) included, has a different capacity for participating in programs and their related activities such as the program that is the subject of this Registration Form sponsored by Corporation of the Town of Richmond Hill (the "Town") through its Community Services Department the (the "Program"); (b) there may be inherent risks associated with participating in the Program, including all manners of injury, the failure of equipment and the carelessness of other participants and misjudgements on the part of Town staff or contractors; and (c) the Town occasionally photographs its programs and their participants for use in promotional materials.

I agree to participate/permit my child(ren) to participate in the Program and willingly assume full responsibility, and any risks of injury, for myself/my child(ren) in connection with my/my child's(ren)'s participation in the Program at any location where the Program may be held, including facilities owned or operated by the Corporation of the Town of Richmond Hill ("Town") such as pools, parks and community centres, or other sites owned and operated by third parties (i.e. for field trips). I further consent to the use by the Town of photographs of me/my child(ren) for promotional purposes

and authorize the Town to use and publish such photographs in print and/or electronically.

In consideration of the Town's acceptance of this application, I, on behalf of myself/my child(ren) and my other heirs, next of kin, executors, administrators and assigns, agree to waive all claims that I/my child(ren) may have or may have in the future against the Town, its elected officials, directors, officers, employees, contractors, volunteers and agents (collectively the "Releasees") and release and forever discharge the Releasees from all liability for any personal injury, death, property damage, or other loss and liabilities of whatsoever nature or kind arising out of or in any way connected with my/my child's(ren)'s participation in the Program or the Town's use of photographs of me/my child's(ren)'s.

I confirm that I have had sufficient time to read and understand each item of this Waiver and Consent in its entirety, and agree to be bound by its terms freely and voluntarily this \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_\_\_.

Signature: \_\_\_\_\_  
 (Participant (if 18 or over) or Participant's Parent/Guardian)

**E. PAYMENT INFORMATION - DROP-OFF ONLY (Non-residents must add \$10 per program to each registration payment)**

Cheques must be made payable to the **Town of Richmond Hill**. Cheques will be cashed as registrations are inputted. We do not accept post-dated cheques. Unused cheques will not be returned.

I authorize the Town of Richmond Hill to charge my:  VISA  MASTERCARD  AMERICAN EXPRESS

CREDIT CARD NUMBER: \_\_\_\_\_ MONTH YEAR  
 CARDHOLDER NAME: \_\_\_\_\_ CARDHOLDER SIGNATURE: \_\_\_\_\_  
 EXPIRY DATE: \_\_\_\_\_ - \_\_\_\_\_