

THINGS YOU SHOULD KNOW

Registration Dates

COMMUNITY, LIFESTYLE & MUSEUM PROGRAMS

Registration for Spring & Summer sessions begins

Residents** — Monday, March 3, 2008, 6:00 am

Non-Residents — Tuesday, March 4, 2008, 6:00 am

AQUATICS

Spring registration

Residents** — Wednesday, March 5, 6:00 pm

Non-Residents — Thursday, March 6, 6:00 am

Summer registration

Residents** — Wednesday, June 4, 2008, 6:00 pm

Non-Residents — Thursday, June 5, 2008, 6:00 am

Spring Session begins the week of March 31, 2008

No classes Good Friday, March 21; Easter Sunday, March 23; and Victoria Day, Monday, May 19, 2008

Summer Session begins the week of June 30, 2008

No classes Canada Day, Tuesday, July 1; and Civic Holiday, Monday, August 4, 2008

*Once registration begins, it is ongoing during all operating hours at the Lebovic Leisure Centre or online at www.townofws.com — WSPLAY...ONLINE. Registrations are accepted online, in person or by mail.

**For program purposes, RESIDENTS are considered to be anyone paying taxes (residential or business) to the town. Proof may be requested.

Find out about Program/Schedule changes and cancelled classes by going to www.townofws.com, connect to WSPLAY...ONLINE and the link is found on the START page.

Accessible, Inclusive Recreation

We strongly believe that it is important for everyone to participate in leisure activities. We will make every effort to integrate individuals with special needs into our programs whenever it is safe and enjoyable for all participants. If you or your child are in need of support to be able to participate in our programs, please contact us at leisureservices@townofws.com or 905-642-PLAY (7529).

Cell phones and PDA's

The use of electronic devices, cell phones and personal digital assistants (PDA's) is not permitted within changerooms or washrooms in Town facilities, programs or camps. This decision has been made as a result of the integration of cameras in cell phones and PDA's. The Town is committed to providing a comfortable, safe environment with privacy for each patron using the facility.

Code Of Behaviour

All programs and facilities are for the enjoyment of the entire community. Program participants and facility users are asked to respect other participants, abide by the rules as posted, and ensure that acceptable behaviour is maintained at all times.

Customer Service

To better serve our community, our Customer Service staff is available to assist you 97 hours a week. If you have participated in any of our programs, you know that we strive to maintain consistent high quality service in all areas. When possible, we will try our best to accommodate unforeseen circumstances and special requests. Your satisfaction is important to us and we would like to hear if you have any concerns. We can't help if you don't speak with us. Communication is key.

How to Watch a Good Program Die

It is necessary to register well in advance and not the day the program starts. Please register in advance so that we do not have to cancel due to low enrollment.

Lost and Found

We recommend that participants not bring expensive or valuable items to programs. Participants are responsible for their articles. Should you need to bring valuables to the Leisure Centre, coin lockers are available for 25¢. Please lock your locker. The Town of Whitchurch-Stouffville employees and volunteers are not responsible for lost or stolen items.

Payments

Payments can be made on the internet by VISA and MasterCard only, in person by Interac, VISA, MasterCard, cash, or cheque and by mail with VISA, MasterCard or cheque. When paying by mail, if you are registering for multiple classes and one of your classes is full, the remaining amount will be credited to your account.

Photographing / Videotaping

Due to the sensitivity involved with photographing or taping children, the use of cameras and video recorders must be arranged in advance with the staff.

Program Confirmation

When registering in person, Confirmations will be given to you to complete the transaction. When registering on line, you can print

ATTENTION! ALL FACILITY USERS



No person shall use a camera, cell phone or personal digital assistant (PDAs – Palm Pilot, Blackberry, etc.) in any change room or washroom in any Town of Whitchurch-Stouffville facility. The Town made this decision as a result of the integration of cameras in cell phones and PDAs. We are committed to providing a comfortable safe environment with privacy for every patron of our facilities. We request that you report immediately any patron who is using a camera, cell phone or PDA in any change room or washroom to a Town of Whitchurch-Stouffville employee. Thank you for your assistance.

your confirmation at the time of the transaction or return any time to print the confirmation. Registrations that are received via mail or in person, will be issued a confirmation as soon as the registration is processed.

Program / Schedule Changes

Although we do try our best to ensure that all the information in the guide or advertised is correct, sometimes we will miss something. Check the Town of Whitchurch-Stouffville notice board each Thursday in your Stouffville Sun-Tribune for changes, or check our website at www.townofws.com and connect to the WSPRAY...ONLINE where you will find the program corrections link on the **START** page. If you find an error in our information, please email us at leisure.services@townofws.com.

Refund Policy

If you withdraw from a program, you will receive a refund based on the program fee minus a \$10.00 administration fee per person, per program. All refunds will be prorated from the time the refund request is received IN WRITING, which can be done by fax, mail, email or in person. If your program gets cancelled, you will receive a FULL refund. Refund requests will not be accepted after a program ends or a membership expires. Refund Request Forms are now available on our website www.townofws.com.

Refund Policy Advanced Aquatic Courses

In order to receive a refund, cancellation requests for aquatic leadership courses must be received in writing at least five (5) business days prior to the start of the first class. The reason is that customers cannot register for these courses once the classes have begun and therefore the waitlist cannot be used to fill the vacancy. Also, because 100% mandatory attendance is required for these courses, it is difficult to enroll interested participants after the first class. Customers will receive a full refund, minus a \$10 admin. fee, if they cancel according to the above process. If appropriate notification is not received, no refund will be issued.

Returned cheques

We know that mistakes sometimes happen but it is necessary to administer a \$30.00 charge for returned NSF cheques. We reserve the right to cancel the registration or to revoke privileges until full payment is received by cash or credit card.

Staff Training

All staff receive training both pre and mid session, on programming, risk management, child and group management, recognition of child abuse, policies and procedures, and leadership. Many of our staff have worked for the Town of Whitchurch-Stouffville for a number of years and are pursuing careers in recreation, social work and education. All staff maintain a current 1st aid and CPR Standard C and Leisure Centre staff also maintain Defibrillation certification.

Transfers

Transfers are accepted if space is available. We will not accept any transfers until **ONE WEEK** after registration begins.

Unforeseen Cancelled Classes or Lessons

Leisure programs, aquatic lessons or leisure swims, which are cancelled due to unforeseen circumstances, will be posted on the Town website and emailed to our clients in our email database, if possible. A class or lesson will be added in at the end, whenever possible. Credits or refunds may also happen as a result of a cancelled program

Waitlist

Should your choice be full, you have the option to be placed on as many waitlists as you would like. We make every effort to accommodate our waitlists. Waitlists do change constantly due to transfers, cancellations and the addition of new classes. Once in a class, you will be removed from all other waitlists for the same course at different times. Should a spot become available and you are not registered in the same course different time, you will be contacted by our Customer Service staff. If a message is left for you on an answering machine you will be given 48 hours to contact us to confirm you want that spot. If we do not hear from you within 48 hours, we will contact the next person on the waitlist.

IT'S HERE

The Children's Fitness Tax Credit

Receipts from qualifying 2007 programs will be sent out via email (mail to those without email address). For 2008, please keep your registration receipts for tax purposes. To find out more, go to <http://www.prontario.org/creditFAQ.htm>

The following criteria qualifies a program for the Children's Fitness Tax Credit:

- Ongoing (either a minimum of eight weeks duration with a minimum of one session per week or, in the case of children's camps, five consecutive days);
- Supervised;
- Suitable for children and for those who are under 16 years of age;
- Activities must include a significant amount of physical activity that contributes to cardio-respiratory endurance plus one or more of: muscular strength, muscular endurance, flexibility, or balance (look for the Heart Healthy symbol ♥ listed by programs throughout this guide);
- Fees must be paid for a child who is under 16, at any time in the year.

**WHITCHURCH-STOUFFVILLE
DEPARTMENT OF LEISURE SERVICES
SPRING & SUMMER 2008 LEISURE GUIDE**

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