



Questions?

Call our recreation help desk at 905-878-7252, ext. 2440 or send an e-mail to recreation@milton.ca

3 Registration Start Dates

General Interest/Fitness

Resident: Aug 16

Non-resident: Aug 18

Aquatics

Resident: Aug 30

Non-resident: Sep 1

Registration Start Times

(for the above dates)

6:00 a.m.

Internet/phone registration starts.

9:00 a.m.

Walk-in registration starts.

Frequently-asked-questions about registration

For a complete set of answers to frequently-asked-questions, select Help Desk from the Milton Online Registrations page.

HST and Program Costs

The Harmonized Sales Tax (HST) is now in effect. Costs for registered programs in this guide *do not include* applicable taxes. Children's programs are tax exempt.

Six ways to register!

Milton Online Registrations - Get Started in Advance

Avoid line-ups and save time! Obtain a Personal Identification Number (Account PIN) to identify your family account as well as Client Barcodes for each family member. Simply visit Town Hall, the Milton Leisure Centre, Milton Seniors' Activity Centre or the Milton Sports Centre during regular operating hours to set up your account.

Immediate Processing

1. Internet – www.milton.ca

- **Have your Account PIN and Client Barcodes handy.**
- Visit www.milton.ca.
- Choose *Online Services*.
- Select *Registrations Online*.
- Register and make payments using Visa or MasterCard.
- Print confirmation receipts on your home computer and bring to your first class.
- **Helpful Hint:** Please note that your payment must be completed and accepted before disconnecting or your current registrations will be VOID.



Watch for the Milton Online symbol in the guide, indicating courses available for Internet and telephone registration.

Online Medical Forms

These forms are used for Internet registration for children and youth programs and adult/senior registered fitness classes. **Register for one program, complete the online medical form and submit payment.** Then, register for all other programs and your completed medical form will now automatically be provided for you to “accept” for all additional registrations.

2. Telephone (automated)

905-875-5400 or 1-800-418-5494, ext. 2430

- **Note:** School break, pre-natal fitness, therapeutic pool and active seniors' programs are not available for telephone registration due to the need for medical forms to be completed.
- **Have your Account PIN and Client Barcodes handy.**
- Using a touch-tone telephone, call 905-875-5400 (Toll-free: 1-800-418-5494, ext. 2430). Follow the easy-to-use voice prompts to register for one or more people in your family.
- Register for recreation program courses and make payments using Visa or MasterCard.
- Record confirmation numbers for each course.
- You will receive a printed confirmation receipt in the mail no later than three days before the course begins. Please bring this receipt to your first class.

3. In person

- **Visit an in-person registration centre as noted on the previous page: Milton Leisure Centre or Milton Sports Centre**
- Make payments with Visa, MasterCard, debit card, cheque or cash.
- You will receive a printed confirmation receipt when your payment is complete.

Standard Processing

4. Drop-off

During registration hours – Bring your registration forms and payment (cash, cheque, money order, debit, Visa or MasterCard number) to a registration centre. (Locations on page 5.)

After hours – Place your registration forms and payment (cheque, money order, Visa or MasterCard number) in an envelope marked “Registrations.” Drop off the envelope at Town Hall, 150 Mary Street, in the drop box. Drop boxes are located by Mary Street and King Street entrances.

5. Mail

Mail registration forms and accompanying payment (cheque, money order, Visa or MasterCard) to: **Town of Milton, Community Services Department, 150 Mary Street, Milton, Ontario L9T 6Z5.**

6. Fax

If you are paying by Visa or MasterCard, fax completed registration forms to 905-864-3222.

You will receive a confirmation receipt by mail no later than three days before the course starts. Please bring the receipt to your first class.

Important notes from your Community Services Department

- **Special needs:** The Community Services Department encourages and welcomes participants with special needs. (Details on page 31.) These programs are not available for Internet registration.
- **Rates and fees:** Fees are subject to change, pending Town Council approval. Prices are pre-tax.
- **Fee assistance:** Assistance is available from the Region of Halton, Jump Start and Town of Milton. (Details on page 9.)
- **Children's tax credit:** The federal government provides a tax credit to promote physical fitness among children. This non-refundable tax credit of up to \$500 applies to children under the age of 16 who are registered in an eligible physical activity or recreational activity. Receipts for eligible 2010 programs will be available in February 2011. Receipts for eligible 2011 programs will be available in February 2012.



This symbol is used in this publication to indicate programs that are eligible for the children's fitness tax credit.

For additional information, please visit www.cra-arc.gc.ca/fitness/or call 905-878-7252, ext. 2189.

Important notes about waitlists

If the course you are registering for is full, you will be prompted to add your name to the waitlist. If a spot becomes available, Town staff will call to let you know. Adding your name to a waitlist will also help us to identify the need for additional program times for our rapidly growing community. Please help us to get those on the waitlist into a program as efficiently as possible by following these guidelines:

- **Only waitlist once for each program, for each participant.** Being on the waitlist multiple times will not increase your chances of getting into the

program. If a spot becomes available, or another opportunity opens up (such as a new class being added), Town staff will call to see if you are interested in that particular opening.

- **Choose to either stay on the waitlist OR register for the same program at a different time – but not both.** If you register and waitlist for the same program, you are tying up an additional spot for potential participants.

Your cooperation will help us accommodate as many people as possible on the waitlists and ensure everyone has the best possible chance of getting into their desired programs.



Registration Forms

Program registration forms

There are two different registration forms available:

- Adult/Senior
- Children/Youth

Supplementary program registration forms

Additional forms are required for certain programs:

- **Active fitness programs:** Physical Activity Readiness Questionnaire (PAR-Q)
- **Pre-natal fitness programs:** PARmed-X Pregnancy Medical Form
- **Therapeutic Pool program:** Doctor's Consent Form

Fee assistance application forms

- **Town of Milton programs:** There is an application form to apply for fee assistance for recreation programs.
- **Non-Town programs:** A Jump Start application form is available to apply for fee assistance for non-Town programs offered in the community, such as hockey, gymnastics, etc.

Registration forms are available as follows:

- Online at www.milton.ca
- Milton Leisure Centre, 1100 Main Street East
- Milton Sports Centre, 605 Santa Maria Blvd.
- Milton Seniors' Activity Centre, 500 Childs Drive
- Town Hall, 150 Mary Street

Registration Policies and Procedures

Determining Resident Status

Residents

If you or your landlord are paying property taxes to the Town of Milton, you are considered a Milton resident.

Non-residents

If you or your landlord are not paying property taxes to the Town of Milton, you are considered a non-resident. Non-residents are charged an additional 10% per program per person (to a maximum of \$12 per program per person).

Age Policy for Children and Youth

To register for children and youth programs, participants must be within the age range recommended for each program by December 31, 2010 for fall programs and by December 2011 for winter programs.

Exceptions: For school break, preschool and aquatic programs, participants must be the required age when they start the program and proof of age must be provided. *Proof of age (such as a birth certificate) may be requested at any time to confirm a participant's birthdate.*

Credit and Account Balances

- You will need to take care of unpaid account balances when you register for a course.
- You may use a credit on your account to pay for program registrations, memberships, drop-ins, facility rentals, etc.

Please note that due to changes to our Accounts Receivable Policy, the Town may transfer a credit balance that has remained on a customer's account for more than one year to the General Government Revenue Account; when this transfer happens, you will no longer be able to access these funds.

Fee for Returned NSF Cheques/Credit Cards

An administrative fee of \$40 will be charged for all cheque and credit card payments returned unpaid by your financial institution. Full payment, including the administrative fee, must be paid by cash, certified cheque or an alternative credit card to remain registered in the program.

Cancellations and Refunds

Program cancellations

The Community Services Department reserves the right to cancel or alter any program time, cost or location outlined in this guide without notice, if required, due to registration numbers, change of policy or availability of facilities. No cancellation fee and no cheque issuance fee will apply if the program is cancelled by the department.

Program withdrawal fees and refunds

If you register for a program and would like to withdraw, please note the procedure and charges:

- Submit your refund request in writing at one of the registration centres noted on page 5. (Refund request forms are available at www.milton.ca.)
- Various withdrawal and cheque issuance fees may apply. (See below.)
- Allow three to four weeks for refunds to be processed.

No refunds or make-up classes will be granted:

- After the program has ended
- For sessions not attended due to illness, weather, emergency or closures due to maintenance.

Refunds of \$30 or less

These refunds will remain as a credit on your account.

Additional information

Phone: 905-878-7252, ext. 2189; e-mail: recreation@milton.ca

Cancellation Fees and Refunds

(includes applicable taxes)

Written request to withdraw from a program received by Community Services Department...

	Original payment type	7 days before program starts	1 - 6 days before program starts*	After program has started and before the third class
Refund	N/A	100% less cheque issuance fee below	100% less fees below	Pro-rated based on date of request less fees below
Cancellation fee	N/A	No charge	\$10	\$10
Cheque issuance fee**	Cash, cheque or debit	\$20	\$20	\$20
	Visa or MasterCard	No charge	No charge	No charge

*For condensed, weekend and aquatic leadership programs (one or two weekends) a 50% refund will be granted, less the cancellation fee and cheque issuance fee, if applicable.

**Cheque issuance fees will not apply if refund amount is left as credit on customer account. Credits must be used within one year.