PROGRAM & CUSTOMER SERVICE INFORMATION

In Detail
The Town of Wasaga Beach Recreation, Events & Facilities Department produces two (2) editions annually of this guide for residents and visitors. This guide is organized by recreation program category (Child, Youth, Adult, & Older Adults). Some courses fill up quickly, so be sure to register promptly. Department staff have worked hard to ensure this guide is accurate. However, due to the bi-annual format, changes may occur after it is produced.

First Come - First Served
All registrants will be processed in the order they are received. Registrations are not confirmed until the Recreation, Events & Facilities Department receives payment. Due to level advancements, some programs may have advanced registration privileges.

Prorating of Recreation Program Fees
Recreation, Events & Facilities Department does not prorate fees for late registration of recreation programs.

Method of Payment
Payments can be made in person at the Recreation, Events & Facilities Department Customer Service Desk, located within the RecPlex at 1724 Mosley Street. Payments are accepted by debit, MasterCard, Visa, cash and cheques.

HST
HST of 13% is charged on recreation programs for registrants 15yrs+.

NSF Cheques
We know mistakes sometimes happen, but if necessary, the Town of Wasaga Beach will charge an administration fee of $35.00 for each NSF cheque received.

Waiting Lists
Once a class is filled, interested registrants will be placed on a waiting list, and contacted if and when a space becomes available. No fee will be charged until the spot is offered and accepted.

Photographs/Video
Unless the participant or guardian indicates otherwise, Recreation, Events & Facilities will assume permission for pictures to be taken to promote recreation.

Personal Information
Personal information is collected in accordance with the Freedom of Information and Protection of Privacy Act. R.S.O. 1990, c.M.56 under the authority of the municipal Act 2001,S.O. 2001,c25 and will only be used by the Town of Wasaga Beach, Recreation, Events & Facilities Department for the operation of recreation programs.

Class Postponement/Cancellations
Classes may be cancelled due to low registration. Participants are offered a full refund or transfer (based on availability). If it is necessary to cancel a class due to inclement weather, instructor illness, etc., every attempt will be made to re-schedule the class. However, if the class cannot be re-scheduled the Recreation Department will extend an existing class, or can be left "on account" for further program registrations. The Recreation, Events & Facilities Department reserves the right to withdraw, postpone, cancel or combine classes, to limit/increase registration or change course locations at any time.

Refunds
Full refunds will be granted if requested in writing at least fourteen (14) days prior to activity start date. Refund requests after this time will only be accepted if accompanied by a doctor's certificate. The refund will be pro-rated based on the number of classes left in the activity at the time the request is received, regardless of the date the registrant stopped attending the activity. Without a doctor's certificate, no refunds will be given within fourteen (14) days of an activity start date. An administration fee of $20.00 will apply to all nonmedical refunds.

Transfers
Transfers from one course to another are permitted up to five business days prior to the start of the Recreation Program providing there is space remaining in the program.