

# Registration Information

## Policies for Registering

You must have successfully completed all pre-requisites to register for a program and if there are age restrictions you must be the correct age on or before the start date of the course.

## Cancellations

A class may cancel if there is not enough registrants or an instructor becomes unavailable. You are entitled to a full refund or you may transfer to another program, space permitting.

## Waitlists

If a class is full, you may add yourself to a waitlist. New classes are created if there is sufficient demand, available instructors, and program space.

When a space becomes available on a waitlist, you will be contacted and given 24 hours to register either in person or by phone.

## Payment Plan

Payment plans are available for programs or courses over \$100. Please inquire by phone or in person.

## Withdrawals

A \$25 fee is charged for each participant withdrawing from program(s) and the balance of the course fee is refunded or placed on your account. If the course fee is less than \$25, the course fee is charged and no balance is refunded. If you transfer to another course at the time of withdrawal, no fee is charged.

### ◆ Refunds

Due to the extensive planning and preparation, programs marked with a ◆ will not be refundable within 7 days of the program start date.

## Sixty Plus Discount

Seniors 60 years and over are eligible to receive a 50% discount on adult programs.

## Registration Forms

Some programs require you to complete and submit a Participant Profile Form or other documents prior to the course start.

## Family Registrations

In order to register a family member online you must have them created in your family account. Verify your online account before Registration Day.

## Parent Handbook

Preschool, Child and Youth Programs

Provides answers to questions you may have, such as ratios, forms, age requirements and what to bring.


## Peanut Alert

Due to the number of participants with fatal nut-related allergies, peanut butter, nuts and all foods containing nut by-products are not permitted in our programs.

## Allergies

My Child carries an Epi-Pen

Please request and complete the Anaphylaxis Emergency Plan prior to the first class.

Forms available at Reception or visit [www.whitehorse.ca/registrationforms](http://www.whitehorse.ca/registrationforms) 

## 3 Easy Ways to Register



**ActiveLiving Online**  
[www.whitehorse.ca/alo](http://www.whitehorse.ca/alo)  
Available 24 hours a day,  
7 days a week with  
no convenience fees!




**By Phone**  
Canada Games Centre  
668-8360  
Parks and Community  
Development Office  
668-8325



**In Person**  
Canada Games Centre  
200 Hamilton Boulevard  
Parks and Community  
Development Office  
(Sport Yukon Building)  
4061 – 4<sup>th</sup> Avenue

## Tuesday, March 7

**at 4:30 pm** is your first opportunity to register at the Canada Games Centre or online at [www.whitehorse.ca/alo](http://www.whitehorse.ca/alo)  for Spring / Summer Programs.

# UPDATE YOUR ACCOUNT



## New Software Coming Soon

The City of Whitehorse is preparing to transition all recreation accounts and services to a new software system. Your assistance is required to ensure that contact information in our database is up to date. Contact CGC Reception to verify your account details and ensure a smooth transition.

**668-8360**  
**recreation@whitehorse.ca**



*Watch for further updates from Community & Recreation Services with the City of Whitehorse*