

Tuesday, December 12 at 4:30 pm

is your first opportunity to register online or in person at the
Canada Games Centre for all Winter 2018 Programs.

whitehorse.ca/alo 

3 Easy Ways to Register



ActiveLiving Online 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 – 4th Avenue

3 Steps to Online Registration

1. **Enter your login and password**
(this is usually your client barcode
and assigned password).
2. Enter your Course Barcode or
browse by category or Advanced
Search on the Programs tab.
3. Provide a valid Visa and MasterCard
to complete your online payment.

Tip: You can also view facility
availability and purchase CGC
memberships online.

Access your Online Account

Go to whitehorse.ca/alo 

Option A

Click on **“Sign In”** and enter
your login and password.
(Click on **“Forgot login Information”**
to have your login and password
emailed to you.)

Option B

Click on **“Request new Account”**,
this may take up to 24 hours
to validate.

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Mayor and Council are pleased
to support the wide variety of
exciting recreation opportunities
offered to our residents by
the City of Whitehorse.



**The next registration session opens March 13th
for Spring & Summer Programs.**



Program Registration Information

Reading the Registered Program Table

Location — Canada Games Centre – Green Room				Fee	
Sa	Dec. 10	1:00 pm – 4:00 pm	1	\$37	65903
Day of Week	Date	Time	Number of Classes	Registration Barcode	

Registration

- Participants must meet the age requirements and have achieved all pre-requisites to register.
- Individuals may waitlist for a program that is full. If a space becomes available, you will be contacted and given 24 hours to register either in person or by phone.
- Required program forms or waivers must be submitted to CGC Reception prior to the program start.
- Participants can be registered in only one swim lesson at a time.
- If the participant carries an Epi-Pen, the Anaphylaxis Emergency Plan must be filled out.
- All foods containing nuts are not permitted in our programs.

Cancellations

- All programs are subject to cancellation if there are insufficient registrations or an instructor becomes unavailable.
- If the City of Whitehorse cancels a program, participants will be notified and a full refund will be credited to the participant's account.

Withdrawals

- A \$25 fee is charged for each participant withdrawing from a program and the balance is placed on account.
- If the program fee is less than \$25, the program fee is charged and no balance is refunded.
- Due to the extensive planning and preparation involved, programs marked with a ♦ will not be refundable within 7 days of program start date.
- Participants who do not complete required program forms will be withdrawn without a refund.

Transfers

- All transfers are subject to space availability.
- If a course has started, transfers depend on a programmer's approval.
- Contact CGC Reception if you are transferring from another city or programming stream to ensure proper placement and eligibility for courses.

Payment Plans

- Offered on any program over \$100.
- Must be set up in person or by phone at time of registration.
- Continuous programs require an automatic payment authorization form.

Senior & Youth Discounts

- Program fees for seniors' age 60 plus and Youth age 18 and under are discounted to 50% cost recovery.
- Ensure your account has your date of birth to be eligible.

