



## Bracebridge Sportsplex Program Information

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### PROGRAM POLICIES:

- The Bracebridge Recreation Department reserves the right to withdraw, postpone, cancel or combine classes, limit registration or change instructors. Every effort is made to enroll you in your first program choice and to ensure your recreation experience meets and/or surpasses your expectations. Our Program Policy and Procedure Manual is available to parents and individuals.

### PROGRAM TRANSFERS:

- We cannot substitute people into a program that you are registered in. Attempts to “make-up” a class by attending another class is not possible due to space restrictions. Private swim lessons and personal training session cancellations or transfers require 24 hours notice. Please contact the Reception Desk.

### CLASS CANCELLATIONS:

- Unforeseen circumstances (i.e. Instructor illness, facility emergency) may cause a class to be cancelled. We will try to reschedule, however, if the class cannot be rescheduled, unfortunately a refund for that class cannot be issued. Thank you in advance for your understanding.

### PAYMENT:

- Full payment by cash, cheque, gift card, debit, Visa or Mastercard must be received with a completed registration form to process your registration if registering in person. Please make cheques payable to The Bracebridge Recreation Department. Postdated payments are accepted for summer camp only. Minimum class numbers are required to operate programs; a full refund will be issued if a program is cancelled. Fees subject to change.

### TAXES:

- Rates exclude all taxes unless otherwise specified.

### LATE PICK-UP FEES:

- Parents are kindly asked to pick up their children directly after a program has concluded. Late pick-ups increase our staff costs therefore an administration fee will be implemented. Thank you in advance for your cooperation.



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**FAQs**

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### **DAY CAMP TRANSFERS, REFUND AND CANCELLATIONS:**

- You will receive a full refund less \$6.00/day administration fee for cancellations (fee subject to change). The office must be informed a minimum of 24hrs before the cancellation date. Same day cancellations will be charged the full rate.

### **NSF CHEQUE POLICY:**

- In the case of a cheque being returned and marked non-sufficient funds (NSF), staff will contact you to replace the payment. A \$40 administration fee for the NSF cheque will be administered. Acceptable payment methods include debit, cash, credit card, bank draft or money order. If full payment is not received within three days of notification, the registration, membership or booking will be terminated. Additionally, all further transactions for a period of one year after an NSF cheque was received must be paid using another method other than a cheque.

### **INSUFFICIENT REGISTRATIONS:**

- If the program you registered for is cancelled, you will be notified by telephone or email. When a program is cancelled you may transfer to another program free of charge (subject to space availability), or receive a full refund.

### **PHOTOGRAPHY:**

- Please be informed that we periodically take photos of participants in our classes to promote (Town of Bracebridge) programs. Questions regarding this matter should be directed to a Manager.
- Town of Bracebridge policy stipulates photography and video are not permitted in any program where public are. Exceptions are made under supervision of Town of Bracebridge staff.

### **STATUTORY HOLIDAYS:**

- Facilities will be closed and programs will be postponed on all statutory holidays as listed in the beginning of the Leisure Guide. Postponement on other dates will be specified in the program description and on our website ([www.bracebridge.ca](http://www.bracebridge.ca)) under PROGRAM CHANGES.



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### **STORM WEATHER:**

- In the event of a “major storm” in which the department cancels programs, please note the following:
  - Listen to The MOOSE 99.5 FM for cancellation announcements.
  - Call the Department (705) 645-3037.
  - Watch our Facebook posts and Twitter feeds for updates.
  - Program dates cancelled due to inclement weather will be rescheduled where possible.
  - Please don't drop children off at program locations unless the program is operating.
  - Private facility rentals or Board of Education programs are responsible for their own cancellations; please call the respective school / organization for cancellation announcements.

### **RECREATION FOR ALL:**

- Our department believes that everyone has the right to recreation and leisure services regardless of age, disability, religious affiliation, ability to pay, race, sexual orientation or gender. All people are welcome into our facilities and programs; please contact our department for assistance should you require special consideration or have any concerns. We strive to make everyone's experience positive and enjoyable. Volunteers accompanying people with special needs must notify the Recreation Department before the start of the program and complete a registration form.

**For further information please contact the Bracebridge Recreation Department at (705) 645-3037.**