

www.aurora.ca/programguide

View Program Guide Online



www.aurora.ca/eplay

Register Online



REGISTRATION DATES

PROGRAMS & REGISTRATION DATES	RECREATION PROGRAMS		AQUATIC LEARN TO SWIM PROGRAMS	
	Residents	Non-Residents	Residents	Non-Residents
Online & In-Person	August 11	August 18	August 13	August 20

Note: Non-resident surcharge will apply to select programs.

Note: Register in-person at the AFLC or SARC.

HOW TO REGISTER

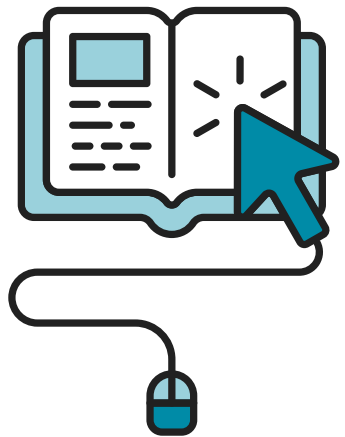
REGISTER ONLINE

- View our interactive **Program Guide** on the Town of Aurora website.
 - Visit the www.aurora.ca/ProgramGuide webpage for full details.
- Click on the **Code #** for the program of your choice.
- You will automatically be directed to **e-PLAY** (online registration system).
 - Click on **Enroll Now** to register online.

NOTE

- Registration starts at 6:00am on the first day (see dates above).
- Search on e-PLAY using the code # or program name of your choice.
- Email rleisure@aurora.ca for assistance or if you have any questions.
- We do not accept telephone registrations (register online or in-person).

e-PLAY



THE TOWN OF AURORA IS PROUD TO ANNOUNCE - WE ARE AN ACCREDITED HIGH FIVE® PROVIDER!



What does this mean?

HIGH FIVE® is a national quality standard that focuses on recreation and sport programs for children ages 4 to 12. This program is based on research, statistics and best practices to ensure that children have a great experience in their programs and activities. Using the HIGH FIVE® standards, The Town looks forward to continuing to provide quality experiences for all children!

HIGH FIVE® Program Fundamentals

- ★ Caring Leaders
- ★ Participation
- ★ Friends
- ★ Play
- ★ Mastery



REGISTRATION INFORMATION

REGISTRATION FORMS

Please complete all of the required fields on your registration form.

REGISTRATIONS

We reserve the right to withdraw, postpone, cancel or combine classes, limit registration, or change instructors. Every effort is made to enroll you in your 1st program choice. Submission of a registration form does not guarantee acceptance in the requested program. If you have not received the confirmation two days prior to the program start date, please call 905-841-7529 for verbal confirmation. All NSF cheques will be charged \$60.00 (tax included) and will need to be replaced by cash or certified cheque.

CANCELLATIONS

If a program is cancelled, you will be notified by email or telephone. You may transfer to another program, free of charge (subject to availability), receive a full refund, or apply a credit to your account.

REFUNDS

All refund requests must be made IN WRITING. Allow 2-3 weeks for refund to be processed. You can withdraw/transfer from a program using e-PLAY up to 14 days prior to the start of the program. If less than 14 days prior to the start of the program, please email reisure@aurora.ca.

Non-Medical Refunds

Non-medical related refund requests for ALL PROGRAMS except Aquatic Leadership will only be accepted prior to the second regularly scheduled class. Visit the Aquatic Leadership webpage for refund information at www.aurora.ca/aquaticleadership.

Cancellation Options	Refund Policy
7 Days or more prior to start of program.	Full refund, no administration fee.
6 Days or less prior to start of program.	Full refund, less the \$25.98 administration fee.*
After 1st class, before 2nd class.	Prorated refund, less the \$25.98 administration fee.*
After start of 2nd class.	No refund.

*In situations where the administration fee exceeds the refund amount, no refund will be given.

Refunds Due to Medical Issues

For all programs and aquatic leadership courses, there will be no administration fee for refunds due to medical reasons (proration still applies). A medical note is required. Refunds/transfers will be processed according to the date your written request is received by our Department.

Membership Refunds

See Club Aurora Memberships page for refund information.

DROP-IN ACTIVITIES

A visit is defined as an activity within the scheduled drop-in time.

Note: We reserve the right to cancel, amend or change programs and activities.

WAITING LISTS

If you cannot be accommodated in any of your selections, you are encouraged to add yourself to the waiting list for the program(s) of your choice. Every effort is made to accommodate program waitlists by either adding additional classes or transferring you into another available program, where possible.

TRANSFERS

Transfers for swimming lessons will only be accepted prior to the second regularly scheduled class. There will be no penalty for transferring. Transfers for general programs can take place at any time, subject to availability.

DISCOUNTS

When there are three or more children in the same family taking programs in the SAME PROGRAM AREA, the third and subsequent children will be charged half price. Discounts will be taken off the lower priced programs. For first time online registrations, the discount will be processed AFTER the registration and will be returned as a separate refund. This will happen automatically. For any subsequent online registrations within the SAME PROGRAM AREA, the discount will calculate automatically at time of checkout. In person registration discounts will be processed immediately. Registrations for all children must take place within the same transaction.

This does not apply to some of our Aquatic Leadership Programs, Private/Semi-Private Lessons, Special Events, or to Club Aurora Memberships or Specialty Programs.

SCHEDULES

Our best effort is made to provide you with the most accurate information at the time of release, however, schedules are subject to change. We reserve the right to cancel, amend, change, postpone or combine classes/activities that are listed in this guide. For the most up to date activity schedule, please refer to your e-PLAY account.

SAFE ARRIVAL & DEPARTURE

Staff ask that parents/guardians walk their child(ren) into the program when dropping them off, and come into the room to pick them up. Please ensure the instructor is aware of your presence when you return to pick up your child. If your child is being picked up by someone else, please inform an instructor at the beginning of class.

PARTICIPANT BEHAVIOUR

We want to create an environment of trust, safety and fun! Disrespectful or aggressive behaviour is not acceptable. If inappropriate behaviour occurs, a participant's actions may lead to their removal.

PHOTOGRAPHS/VIDEOS

Photographs/videos may be taken of your own family only. Permission to take photographs/videos must be granted by a Coordinator, Supervisor or program instructor prior to taking any photographs or videos. Additionally, some of our programs have a parent's day where families can take photographs/videos (of their own family). Underwater photography is not permitted.

Note: Publication is accurate at time of release. Any changes will be noted in e-PLAY.

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