

REGISTRATION INFORMATION

| | Programs are Viewable via ActiveWindsor.ca | Registration Available via the Centralized Registration and Booking Centre & ActiveWindsor.ca | | Registration Available at Community Centre Front Desks |
|-----------------------------------|---|--|--------------|--|
| | | City of Windsor Resident | Non-Resident | |
| Registration begins at 12:00 noon | | | | |
| Summer Camp | April 24 | April 30 | May 3 | May 7 |
| AQUATICS LEADERSHIP COURSES | May 15 | May 21 | May 24 | May 28 |
| AQUATICS | May 22 | May 28 | May 31 | June 4 |
| COMMUNITY PROGRAMMING | May 29 | June 4 | June 7 | June 11 |

FREQUENTLY ASKED QUESTIONS

What is a Resident?

A resident is an individual who resides or owns property within The City of Windsor, Ontario Canada. Proof of residency (valid driver's license) will be required to validate your city of Windsor address. As of the Winter 2024 registration period, Residents now have the opportunity to register prior to Non-Residents.

What do I do if the class I want is full?

All programs have an optional waitlist when they become full. Putting your name/child's name on a waitlist puts you in line for a registration spot if someone withdraws from the class or additional spots become available. We highly recommend you waitlist if the program you are interested in is full.

If a spot becomes available in the program, you will receive a call to the phone number on your Active Windsor account to notify you. You will have 24 hours to return the call for registration confirmation.

What if I do not have any internet connection?

Registration can be done over the phone with the Centralized Registration and Booking Centre at 519-255-1161, or in-person at our community centres.

What if English is not my first language?

If you require assistance with registration, please call, or visit us.

What if I only want to pay in cash?

You may attend a community centre in advance of the registration date to purchase a gift card using cash. Gift cards can be used online and over the phone.

What happens if I'm eligible for the P2P discount?

Make sure to email your most current Child Tax Benefit Form to P2PProgram@citywindsor.ca, prior to the registration date, to determine if you are eligible for the Recreation Access Program.

You are not able to use the P2P discount through ActiveWindsor.ca, it must be done over the phone or in-person.

CONTACT INFORMATION

Email: CRBC@citywindsor.ca

Central Registration & Booking Centre
519-255-1161

Adie Knox Herman Recreation Complex
519-253-3157

Capri Pizzeria Recreation Complex
519-966-6065

Constable John Atkinson Memorial Centre
519-945-2452

Forest Glade Community Centre
519-735-3536

Gino & Liz Marcus Community Complex
519-253-7028

Mackenzie Hall
519-255-7600

Optimist Community Centre
519-253-5592

WFCU Centre & Pool
519-974-7979

Windsor International Aquatic & Training Centre
519-974-2782

TIPS AND TRICKS TO MAKE REGISTRATION EASIER FOR YOU

Setting up an Active Windsor Account

If you have ever registered for something with The City of Windsor, you may have an Active Windsor account. Call us to confirm if you already have an account.

If you do not have an account, contact us, or create your own on www.ActiveWindsor.ca.

Ensure your phone number and email address on your Active Windsor account is accurate and current. Log-in to your Active Windsor account prior to the registration date to make sure you do not run into any unexpected problems.

Browsing Programming Before Registration

Programs are viewable on the date specified in the table above. You may view programs online at www.ActiveWindsor.ca or in-person at one of our community centre front desks.

If you have any questions about programming, make sure to contact one of our community centres or Centralized Registration and Booking Centre ahead of the registration date.

Creating a Wish List

When browsing programs in advance of the registration date, you can easily add a program to your wish list by clicking the heart icon. This will make programs you are interested in quick and easy to find on the registration date, by accessing them through your wish list.

PROGRAM REFUND PROCEDURE

| Refund Initiated | Procedure | Refund Provided | Alternate Options |
|--|---|---|--|
| Program cancelled by us | Activity cannot run due to low registration | Full credit, refund or transfer | Transfer into another activity is an option if space is available |
| Individual class cancelled by us | Cancelled due to internal reason | Credit on Active Windsor account provided (refund available if requested) | No other options available |
| Prior to start of activity | Request made prior to start of 1 st day of program | Full amount will be credited or refunded including material fee | Transfer into another activity is an option if space is available |
| After start of 1 st class, prior to start of the 2 nd class | Registrations and transfers permitted | Pro-rated registration amount will be credited or refunded excluding material fees | Transfer into another activity is an option if space is available and approved by Supervisor |
| After the start of 2 nd class | No registrations or transfers are permitted after the second class for aquatics and <u>select</u> community programs (progression program, i.e. gymnastics) Full list available upon request. | Aquatics: No refund or credit will be provided Community Programs: Pro-rated registration amount for <u>select</u> programs will be credited or refunded excluding material fees | |
| Program completed | Participant did not attend (any # of classes) | No refund or credit will be provided | No transfers allowed |
| Participant is removed from the program by City of Windsor Staff | Participant is asked to leave the activity | Receive a pro-rated refund or credit | No transfers allowed |
| Participant is removed from Day Camp or Before/After School program by City of Windsor Staff | Participant is asked to leave program | Refund issued for future weeks only - no refund or credit for current week | No transfers allowed |
| City of Windsor Aquatics and Fitness Memberships | No refunds unless a doctor's note is provided | Pro-rated refund when doctor's note is provided | |

*Refunds will be made in the original form of payment where possible. Alternatively, a cheque can be issued.

* All refunds will be issued to the main family contact unless otherwise requested.



Recreation and Culture Department
519-255-1161 | www.ActiveWindsor.ca

REGISTRATION INFORMATION

SESSION INFORMATION

The Recreation & Culture Department offers four sessions of **recreational programming** per year – Winter, Spring, Summer and Fall. Winter and Spring sessions are typically 10 weeks long, summer sessions are typically 8 weeks long and fall sessions are typically split into two 7-week sessions. Typically, sessional activities are open for registration 3-4 weeks prior to the session starting and typically available to view one week prior to the start of registration. Windsor residents will receive priority registration 3 days prior to open registration.

The Recreation & Culture Department offers four sessions of **aquatic programming** per year – Winter, Spring, Summer, and Fall. Winter, Spring and Fall sessions are typically 9-10 weeks long and summer sessions vary from 2 weeks to 8 weeks (pending number of classes per week).

ACTIVITY REGISTRATION OR RENTAL INQUIRIES

ONLINE – Visit ActiveWindsor.ca to browse current and upcoming activities. Clients will need a personal account in order to register for classes, purchase memberships and gift cards or visit www.citywindsor.ca to view rooms available for rent for private use.

BY PHONE – For more information about a program or for rental inquiries, call the Central Registration and Booking Centre (CRBC) at 519-255-1161. If inquiring about an activity, please have the activity number handy if possible.

PAYMENT

Payment for activities and rentals can be made by VISA, MasterCard, gift card or credit on account. Arrangements can be made for payments by cash, debit, cheque, or money order via the registration desk at one of the community centres. **NOTE** – Payment plans must be done via the Centralized Registration & Booking Centre (CRBC) and a deadline for payment will be assigned to you. Cheques or money orders are payable to City of Windsor. Cheques returned NSF will be subject to a \$50 charge.

ACCOUNT BALANCES

Any account balances owing for more than 30 days are subject to a 2% interest rate. Interest will automatically apply to these accounts.

CANCELLATIONS

Register early to avoid classes being cancelled. Our courses must be cost recoverable therefore we need to have a minimum number of participants to offer the course. Classes will be cancelled if the minimum registrant numbers are not met. Registration fees will be credited to your account and available for refund upon request.

WITHDRAWALS, TRANSFERS AND REFUNDS

If you need to withdraw from a program or transfer to a different one, please review our Program Refund Information (on the following page) to see your available options. **For all aquatic classes and some select recreation classes**, no registration or transfers are permitted after the second lesson. Please note that most aquatic leadership classes require 100% attendance. For memberships, please refer to the "Pool & Fitness Admission Information" page. Please contact your nearest community centre for more information.

AGE REQUIREMENT

Participants must meet the age requirement by the final class.

TOILET TRAINING

All children participating in junior programs must meet age requirements, be ready to follow program routines and expectations, and be toilet trained (no diapers or pull-ups).

SPECIAL NEEDS

Any participant that requires special program considerations or modifications should first contact the Client Support & Staff Development Coordinator to discuss potential arrangements at 519-253-2300 ext. 2736.

SUPERVISION OF CHILDREN

Children participating in our classes are supervised by City of Windsor staff during class time only. Following class, during private rentals or during public events, children (participants) are released from Recreation & Culture's supervision, and it is the sole responsibility of each child's parent and/or guardian to ensure their child's safety.

PARENTS/GUARDIANS

Parents/guardians/caregivers of junior and youth aged participants will be invited into the program room for the first few minutes of the first class for an introduction to the instructor and to the program. Parents/guardians/caregivers will be invited back into the room on "Parent Viewing Day" (typically the last day of the course) to observe what your child(ren) has learned during their time with us.

PHOTOGRAPHY DISCLAIMER

To publicize programs, the Recreation & Culture Department may take photos and/or videos of people involved in various programs. These photos and/or videos can be used in City publications or for social media purposes and are not for sale. Our facilities are open to the public and frequently media personnel visit unannounced to take photos and/or video footage. If you or your child are a regular participant in our programs, and you do not want a photo published or video footage taken please inform the staff during registration with a written letter. We will make every effort possible to ensure that you or your child are not photographed and/or filmed.

FACILITY RENTALS

Insurance coverage is required for all reservation permits. Nominal insurance from our provider will be added to your permit. You may choose to provide your own insurance as long as it meets all requirements (see facility supervisor for details; minimum of 2 weeks needed to process).

Any rental group or event using copyright music for their event within one of our recreation facilities, whether the music is performed live or recorded, must purchase an Entandem license. Entandem licenses all public performances of music. Our Central Registration & Rental Centre Team will assist in determining what music license applies to your event. The music license fee will be added to your rental permit.

FITNESS DISCLAIMER

Participants should consult with a physician before participating in any of our fitness programs. Participation in a fitness program or use of fitness equipment is at the sole choice and risk of the participant. The Corporation of the City of Windsor will not be held responsible for any injuries that may occur as a result of participation in a fitness program or use of fitness equipment.

RECREATION SUBSIDY PROGRAMS

P2P (PATHWAY TO POTENTIAL)

Children 17 years of age and under whose parents are eligible for the P2P (Pathway to Potential) subsidy can pay a special rate of 10% of the program fee for one program per child per session based on available funding (memberships and some programs do not apply). Contact us at p2pprogram@citywindsor.ca for more details. P2P does not apply to private or 1:4 ratio lessons (music or aquatic) and family swim passes.

FINANCIAL ASSISTANCE

Registrants receiving one of the following programs: Ontario Disability Support Program, Ontario Works, or Social Assistance, you, your spouse, and your children may be eligible for a special rate of 25% of the program fee for one program per session per person (memberships and some programs do not apply). Contact us at p2pprogram@citywindsor.ca for more details.

SENIORS

Participants 60+ will receive 10% off programs. Discount does not apply to rentals, daily fees, swim and fitness memberships, material fees and family fee plans.

IDEAS FOR NEW PROGRAMS

Ideas or suggestions for new programs can be communicated to us by calling 519-253-2300 or emailing parkrec@citywindsor.ca.

AQUATICS INFORMATION

REGISTRATION INFORMATION

For safety and consistency, there are no registrations or transfers for aquatic classes after the second lesson.

UNCERTAINTY OF PROPER SWIM LEVEL

Swim assessments are available free of charge to those who are uncertain about a swim level for their child(ren). Contact any indoor pool to set up a free assessment time. Viewing the 'Lifesaving Society Requirements' chart may also assist in determining a proper swim level for your child.

SWIM ATTIRE

Cloth or regular diapers are not permitted in any of our pools or spray pads. Children who are not potty-trained must wear a fitted swim diaper in addition to appropriate swim attire. All participants are required to wear swimming attire suitable for a public family aquatic environment.

RECREATIONAL SWIMS

Recreational swims (public swims) are a great way for families and friends to be active and enjoy the amenities and interactive aquatic play equipment that our facilities have to offer. Safe swimming is important to us; thus, admission and supervisory policies are in effect.

PRE-SCHOOL SWIMS

Pre-school swims are a great way to introduce your toddler to water. Preschool swims are for children 5 years and younger accompanied by a caring adult.

PRIVATE AND SEMI-PRIVATE LESSONS

Credits are not available for missed private lessons. Financial assistance / Recreation Access Program cannot be applied to private or semi-private lessons. Patrons enrolled in semi-private lessons must be of similar age and ability with a maximum one swim level difference. Participants who would like semi-private lessons should register one participant and then contact Central Registration and Booking Centre (CRBC). Additional fees apply per additional participant.

FIT LANES

Fit Lane times are designed for participants swimming continuous lengths. Fit Lane times may coincide with other aquatic programming; a minimum of 2 lanes will be available.

AQUAFIT SHALLOW

A 45-minute aerobic style class encompassing all fitness levels with options to increase or decrease the intensity of the workout. Classes are held in chest to shoulder depth water.

AQUAFIT DEEP

Deep water aquafit is similar in structure to our shallow water class but is held in the deep end. This class is for participants who are comfortable and can swim in deep water. Flotation belts are available to assist with alignment and proper body position. This class is not recommended for non-swimmers.

AQUA STRETCH SHALLOW

A low intensity, basic movement class focusing on joint movement and muscle development. Ideal for participants with that would benefit from hydrotherapy.

ADULT OPEN SWIM

Float, walk, paddle, or stretch during this time. Continuous length swimming is permitted but not required. This is a multi-programmed space.

WATER WALKING

Self-guided walking while stretching, strengthening, and toning your entire body in waist to chest deep water.

POOL & FITNESS / FITNESS CENTRE MEMBERSHIPS

Pool & Fitness Centre Memberships provide full access to Fit Lanes, Shallow/Deep Aquafit, Water Walking, Adult Open Swim at Gino & Liz Marcus Community Complex (GLM), Windsor International Aquatic Training Centre (WIATC), WFCU Centre (WFCU) and outdoor pools. In addition, memberships include access to our fitness centers (cardiovascular machines, static bikes, free weights and much more) at Gino & Liz Marcus Community Complex (GLM) and Windsor International Aquatic Training Centre (WIATC). Recreation Swims and Preschool Swims are NOT included in the Pool & Fitness Centre Memberships. Gino & Liz Marcus Community Complex (GLM) also offers a fitness only membership option and can only be utilized at that location.

MEMBERSHIP SUSPENSIONS / EXTENSIONS

Requests for membership suspensions/extensions for 3-month, 6-month and 12-month Pool & Fitness Memberships are available upon request. Request must be made prior to hold period and only on active memberships. Suspensions/extensions cannot be backdated. The fee for suspension/extension is \$2.50 per week with a minimum charge of \$10. One-month memberships cannot be suspended/extended.

REPLACEMENT MEMBERSHIP KEY TAGS

There is a \$5 replacement fee for membership key tags.

SERIOUS MEDICAL CONDITIONS

Those with seizure disorders or other serious medical conditions should be accompanied by an individual knowledgeable of their condition and responsible for their direct supervision. Users should alert the aquatic staff prior to entering the pool.

CAMERAS AND PHOTO/VIDEO CAPTURE

The use of camera and/or photo/video devices are prohibited while in locker rooms, change rooms, or shower areas. If taking pictures on deck please ensure to only take photos of your children.

LOCKS AND LOCKERS

Lockers are available on a first come first serve basis. Please bring a lock with you to secure your personal belongings while you work out or swim. Locks must be removed daily. Locks left overnight will be removed. The Corporation of the City of Windsor is not responsible for lost, stolen or damaged belongings.

CITY OF WINDSOR'S RECREATION & CULTURE FACILITIES

ADIE KNOX HERMAN RECREATION & CUSTOMER CARE COMPLEX

ABBREVIATION: AKH

1551 Wyandotte Street West, N9B 1H6

519-253-3157

adieknox@citywindsor.ca

ADVENTURE BAY FAMILY WATER PARK

ABBREVIATION: ADBAY

401 Pitt Street West, N9A 0B2

519-974-2782

info@adventurebay.ca

www.adventurebay.ca

CAPRI PIZZERIA RECREATION & CUSTOMER CARE COMPLEX

ABBREVIATION: CPRC

2555 Pulford, N9A 6J3

519-966-6065

cprc@citywindsor.ca

CHARLES CLARK SQUARE

ABBREVIATION: CCS

New location opening winter 2023/2024

519-253-2300

parkrec@citywindsor.ca

CENTRAL REGISTRATION & BOOKING CENTRE

ABBREVIATION: CRBC

519-255-1161

crbc@citywindsor.ca

www.activewindsor.ca

CONSTABLE JOHN ATKINSON MEMORIAL COMMUNITY CENTRE

ABBREVIATION: AMC

4270 Alice Street, N8Y 2B8

519-945-2452

amc@citywindsor.ca

FOREST GLADE ARENA

ABBREVIATION: FGA

3205 Forest Glade Drive, N8R 1L6

519-735-7121

crbc@citywindsor.ca

FOREST GLADE COMMUNITY & CUSTOMER CARE CENTRE

ABBREVIATION: FGCC

3215 Forest Glade Drive, N8R 1W7

519-735-3536

forestglade@citywindsor.ca

GINO & LIZ MARCUS COMMUNITY & CUSTOMER CARE COMPLEX

ABBREVIATION: GLM

1168 Drouillard Road, N8Y 2R1

519-253-7028

gamarcus@citywindsor.ca

LAKEVIEW PARK MARINA

ABBREVIATION: LPM

9200 Riverside Drive East, N8S 1H1

519-948-3383

www.lakeviewparkmarina.ca

LANSPEARY LIONS RINK

ABBREVIATION: LANR

1250 Langlois Avenue, N8X 4L6

519-253-2300 x2714

parkrec@citywindsor.ca

LANSPEARY OUTDOOR POOL – COMING SOON

ABBREVIATION: LANP

1250 Langlois Avenue, N8X 4L6

519-253-4351

parkrec@citywindsor.ca

MACKENZIE HALL

ABBREVIATION: MAC

3277 Sandwich Street, N9C 1A9

519-255-7600

machall@citywindsor.ca

MALDEN PARK VISITORS CENTRE

ABBREVIATION: MPVC

4200 Malden Road, N9E 3P2

519-966-0462

crbc@citywindsor.ca

MUSEUM WINDSOR – CHIMCZUK MUSEUM

ABBREVIATION: CHCK

401 Riverside Drive West, N9A 7J1

519-253-1812

wmuseum@citywindsor.ca

www.museumwindsor.ca

MUSEUM WINDSOR – FRANCOIS BABY HOUSE

ABBREVIATION: FBH

254 Pitt Street West, N9A 5L5

519-253-1812

wmuseum@citywindsor.ca

www.museumwindsor.ca

OJIBWAY NATURE CENTRE

ABBREVIATION: OJB

5200 Matchette Road, N9C 4E8

519-966-5852

ojibway@citywindsor.ca

www.ojibway.ca

OPTIMIST COMMUNITY & CUSTOMER CARE CENTRE

ABBREVIATION: OPT

1075 Ypres, N8W 4W4

519-253-5592

optimist@citywindsor.ca

RECREATION & CULTURE MAIN OFFICE

ABBREVIATION: MO

2450 McDougall Street, N8X 3N6

519-253-2300

parkrec@citywindsor.ca

www.activewindsor.ca

WFCU CENTRE & POOL

ABBREVIATION: WFCU

8787 McHugh, N8S 0A1

519-974-7979

wfcu@citywindsor.ca

WILLISTEAD MANOR COMPLEX

ABBREVIATION: WM

1899 Niagara, N8Y 1K3

519-253-2365

willistead@citywindsor.ca

www.willistead.ca

WINDSOR INTERNATIONAL AQUATIC & TRAINING CENTRE

ABBREVIATION: WIATC

401 Pitt Street West, N9A 0B2

519-974-2782

wiatc@citywindsor.ca



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519-255-1161 | www.ActiveWindsor.ca