

# registration worksheet

to Register:

online: **www.london.ca** - go to "On line services" and click on the link to Spectrum Interactive

by phone: **519 661-5575** - press 1 for Touch Tone service, press 2 to speak with a Customer Service representative

Family Contact Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_ Gender F/M: \_\_\_\_\_  
 Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
 Email Address: \_\_\_\_\_ Home Phone # \_\_\_\_\_ Work Phone # \_\_\_\_\_  
 Family PIN Number: \_\_\_\_\_

If you do not have a Recreation account or a family PIN number, contact a Customer Service representative, Monday – Friday, from 8:30 am to 4:30 pm at **519 661-5575** to set up your account.

Name of family member to be registered	Client Number	Date of Birth	Gender (F / M)	Special Needs (if yes, provide information)	Activity Barcode (from Spectrum)	Course Information (name, time, location)	Fee Amount	Confirmation Number (if registering by Spectrum Interactive)
				Yes No				
				Yes No				
				Yes No				
				Yes No				
				Yes No				
				Yes No				

**PAYMENT** (no post dated cheques; NSF fee \$36)    Cash     VISA     MC     Amex     Cheque   
 Cheques payable to the Corporation of the City of London, P.O. Box 5045, London, ON N6A 4L6, Attn: Customer Services

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_  
 Cardholder Name (please print) \_\_\_\_\_ Total Fee \$ \_\_\_\_\_

**REFUNDS**

1. If the City of London cancels a program, a full refund is issued.
2. All refunds are subject to an administration fee of \$8.00. Exceptions for medical or compassionate reasons will be considered. The administration fee will be waived if you choose to leave your credit on your Recreation account for future use.
3. The effective date of the withdrawal is the date the withdrawal notice is received by the City, regardless of the date the participant stopped attending the class.
4. Full refunds less an administrative fee will be issued if a withdrawal occurs a minimum of 5 business days prior to the start of the program.
5. Refunds will be pro-rated and the administrative fee applied if the withdrawal occurs less than 5 business days prior to the start of the program.
6. Refunds for most programs will be accepted prior to the start of the second class.
7. Withdrawals from any Aquatics Leadership program less than 2 weeks before the start date will result in a withdrawal fee of \$25.00. If a refund is requested, the administration fee will also apply.

Personal information on this form is collected under the authority of the Municipal Act, 2001 and will be used for the purpose of program registration, payment, aggregate statistical reporting, and allocation of staff resources. Questions about this collection may be directed to the City of London Parks and Recreation Department — Customer Service Manager, P.O. Box 5045, 151 Dundas St., London, Ontario N6A 4L6.