

FREQUENTLY ASKED QUESTIONS

ACCOUNT CREATION & LOGIN

How do I create my customer account?

You must have a valid email address and be 18 years or older to create an account.

If you are registering a child for a program, please create your own account and not an account for your child. This is important for the tax receipt. It must be your name on the receipt and not your child's name. Once your account is created, you can add family members and register them in programs.

How do I create an account?

1. From the homepage, click on Create an Account in the upper right corner of the web page.
2. Provide the information requested. Please note some fields are required. When you are finished, click Create Account. (If you are adding a family member to your account, click Create Account and Add Family Member.) Please submit your request only once.
3. An email will automatically be sent to you after submitting your request for an account. Please keep it for your records.

Please note: If you get an **“invalid login name or password”** error when signing into your account, it may be invalid if:

- a. You haven't registered online for a program for more than a year.
- b. Your email address was inputted incorrectly.
- c. The email address you used to create your account is different than the one you are using now.

Please note: If you get an **“invalid password”** error when signing into your account, do the following:

- a. Click on the Sign In button
- b. On the login page, click Forgot your Password
- c. Enter the email address you used to create your account
- d. Click Submit and an email with a temporary password will be sent
- e. Sign into your account with the temporary password and you will be prompted to change it

If you are still experiencing difficulty, please call Recreation Services at (306)585-4371 or Student Instructor Services at (306)585-5748 for assistance. Please do not create a new account.

Can I add a friend or relative to my account?

You may only add immediate family members who reside in the same household. Please remember that the tax receipt will be in the 'head of household's' name and cannot be changed once registration occurs.

How many accounts may each family have?

Each family should have one, primary account. Create the account in the name of the primary contact for the family. When you finish creating your account:

- a. Click on Create Account and add family member
- b. Complete the fields and click Save
- c. Repeat the process for each family member you add

Which browsers are supported?

The registration and reservation online system works best on the following.

Web browsers:

- a. Internet Explorer: version 10 or 11
- b. Google Chrome: latest version
- c. Apple Safari: On iOS devices

MANAGING MY ACCOUNT

How do I change or update my account information?

Login to your account and manage:

- Personal information (address and contact information)
- Add/edit family members on your account
- Change your password

What should I do if my account is locked out?

1. Click on Forget your password? Resetting your password will unlock your account.
2. Pinch and zoom out of the parent Login page to show the full, white Forgot Password pop- up box.

3. Type in your email address and click Submit. (You will be sent an email with a temporary password.)
4. Sign into your account. You will be prompted to change your password.

How can I view a schedule of my family's upcoming programs?

1. Sign into your account
2. Click on My Account in the top right corner of the web page to view your account information
3. Under Account Program, click on My Schedules
4. Under Family Member Schedule Criteria, select the Date From and Date To and Weekly or Monthly Layout. If you don't see the Schedule Criteria options, click on the green arrow beside Family Member Schedule Criteria to expand the window
5. On the Family Member Schedule page, click on the name you want to view in the Available Family Members list
6. Click on the top double right arrow button to move the name to the Selected Family Members list
7. Select the schedule you want to view in the Available Schedule Details list
8. Click on the double right arrow button to move the name to the Selected Scheduled Details list. If you want to create and view schedules for multiple individuals and/or programs, bookings and passes, hold down the Ctrl button while clicking each selection
9. Click View Schedule

How do I add family members to my account?

1. You may add a family member while submitting your head of household account information, by clicking on the Submit and Add Family Member link.
2. You may add a family member under My Account, this is done by clicking the link Change Information About Family Members.
3. You may also add family member during the enrollment process. This is done by clicking on the link Add Family Member which is located beside the Participant box.

How can I remove a family member from my account?

Removing people from your account is something that will need to be completed by our staff. Please call Recreation Athletic Services at (306)585-4371 or CCE Student & Instructor Services at (306)585-5748.

REGISTERING FOR A PROGRAM

How do I register for a program?

Once your account has been established, registration for Programs is easy:

1. Click the View Program button on the registration home page.
2. Select the Program that you would like to enroll into. Clicking the underlined name will show you a detailed Program description.
3. Click the Add to My Cart button if you wish to register for the Program.
4. Next, sign in to your online registration account by entering your Login Name information and Password. Proceed to checkout by clicking the Continue button. From this screen you may remove Activities from your cart or view more Programs and add them to your cart.

*Please Note: If more than one family member will be attending the Program, click on the button labeled, Add Another One (located under the Shopping Cart screen).

5. Confirm your Program name, date and time, enrollee and price.
6. Click Continue to proceed with payment. You will be prompted that you are entering a secure site. Enter your credit card information on the Payment Information Page and agree to any required waiver(s) and confirm the payer meets the age requirement of "18 Years or Older". Click Continue. This system accepts Visa, MasterCard, Discover and American Express and EFT (automatic cheque withdrawal.)

*Please Note: The name and address must match those that are on file with your credit company. If the address shown is not your credit card billing address, click on the My Account button and change your residential address to match your credit card billing address.

7. Once your payment has been approved, your receipt will display. Please print a copy of your receipt for your records.

What if a Program is Full

You will not be able to register for a program that is full however; you can add your name to the waitlist.

If a spot opens up for that program or additional sessions are added, you will be sent an email indicating there is a spot. You have 24 hours to register in that program. If we do not hear from you, your spot will be given to the next customer on the list. Please note: Being placed on the waitlist does not guarantee a spot.

If you do not wish to be placed on the waitlist online, click Remove, which appears on the Shopping Cart screen.

How to Fix Incomplete Entries

An incomplete entry in your shopping cart may mean different things. You may have selected a program where you did not meet a certain requirement. Example: Age Requirement.

You can fix this in two ways:

1. The specific reason your entry is incomplete will be displayed on the screen where you select the participant. Click Edit to start the enrollment again, this will take you back to the select participant page where specific error messages are listed.
2. Click Remove to the left of the error message and start over. The specific error will be listed on the page where you select the participant.

How to View Programs without Registering

Click the Register for Programs and browse the programs offered on the Program Search screen without selecting Add to Cart

What is the difference between the Wish Lists and Wait Lists?

Wish List

You can add programs that aren't available for online registration to your account. Once registration starts, you can return to the wish list and enroll in your wish list program.

To add a program to your wish list:

1. Log into your account
2. Click Register for Programs
3. In the program search page, search for the program
4. Click on the program under the Name column
5. Click Add to Wish List

To add more programs to your wish list, click Add Program to return to the program search page.

Waitlist

Courses that are full offer a waitlist option if a space becomes available. You will receive a confirmation email if you have successfully been added to the waitlist. We will contact you in the event that a space opens up. Our staff will send you an email. If you don't respond within 24 hours, the next person on the waitlist will be contacted.

How do I know when I have successfully registered for a Program

You have successfully registered for a program when:

1. You see a message stating that your order or registration was completed successfully
2. You receive a confirmation email

How do I purchase a membership?

At this time, FLC, DPSC and Aquatic memberships may not be purchased online. Senior University (SUG) Memberships may be purchased and renewed online.

1. Choose the Membership Tab at the top of the website home page.
2. Search for the membership type by Category and choose Add to Cart
3. Login to your account
4. Review the Package Details
5. If applicable, choose the Number of Enrollment Periods
6. Choose if you wish to have the membership automatically renew
7. Choose Add to my Cart
8. Select the Participant or Add Family Member
9. Click Continue
10. View the Membership Detail and when you are finished, click Continue
11. Continue Shopping or Proceed to Checkout
12. Review and Agree to Waiver
13. Click Next
14. Select payment type and Pay and Finish

How do I renew my membership?

1. Choose the **Membership** Tab at the top of the website home page
2. Choose the **Renew** button beside the **Membership Package** you wish to renew
3. Review the Current Membership information. Please note: Only the same type and term as your current membership may be renewed. If you would like to change your FLC, Aquatic or DPSC type or term of your membership, please call the Recreation & Athletic Services office at (306)585-4371. SUG memberships never change their type or term.
4. If you have more than one current membership, please review the **Renewal Choices** and select your renewal option otherwise, choose **Add to my Cart**.
5. If you have multiple clients in your account, choose the participant for renewal otherwise, choose **Continue**.
6. Review the **Membership Detail** and choose **Continue**
7. **Continue Shopping** or **Proceed to Checkout**
8. Review and **Agree to Waiver** and choose **Next**
9. Enter your payment information and choose **Pay and Finish**
10. View or Print your receipt.

REFUND POLICIES

CCE: What is the refund policy for Career & Professional Development Programs?

All eligible refunds are subject to a \$50.00 administrative fee per class. However, no refunds will be issued after five (5) business days before the first day of the class. In the event of a medical illness, a medical certificate or doctor's note is required and a full refund will be issued. Supporting documentation for medical illness must be received by CCE's Student and Instructor Services Office within 10 business days of notification of the medical withdrawal. If documentation is not received within 10 business days, the refund becomes null and void. Registrants may transfer courses (within the same program area and semester) prior to the start of the course, providing there is availability. A \$25.00 transfer fee will be charged.

CCE: What is the refund policy for the Life Long Learning Centre?

Students who withdraw from a course more than 10 business days before the course start date will be charged an administrative fee of up to \$25 unless the withdrawal is for medical or compassionate reasons. Those who withdraw less than 10 business days before the course begins, or after it has started, will be charged the full course fee, but may find a suitable substitute to take their place. Please note materials fees are non-refundable.

Medical or Compassion reasons include serious illness such as surgery with extended recovery time or terminal illness, but not minor or day surgery unless they are registered in a short course that is at same time, death of spouse, sibling, parent, or significant other, serious illness for above family member where the student is primary caregiver, and move to nursing home or out of city.

CCE: What is the refund policy for Conservatory Private Instruction?

A student who notifies the office about withdrawing from private lessons before the fourth scheduled lesson will receive a tuition refund less a \$25 processing fee and the cost of the four lessons. A student who chooses to discontinue lessons after the fourth scheduled lesson is required to provide one month's notice, or in lieu of notice, pay one month's lesson tuition.

Instructors may initiate withdrawals at any time with the approval of the Head of the Conservatory. In such cases a refund will be issued for remaining scheduled lessons. Exceptional Refund Requests will be considered under special circumstances such as a prolonged illness and are the discretion of the Head of the Conservatory of Performing Arts. To submit an exceptional refund request, it must be:

- Submitted in writing to the Student & Instructor Services (Non-credit) office (CN 119)
- Must be submitted within one month after the first lesson is missed. After one month, requests will not be considered.
- Students will be notified of the Head's decision by mail to the address submitted on the registration form.

- Documentation may be required to support and exceptional request.

CCE: What is the refund policy for Conservatory Camps & Programs?

Students may cancel their registration up to 10 business days before a group class or camp begins and they will receive a 100% refund minus a \$25 administration fee. After the 10th business day before the class starts, there are no refunds. Please note materials fees are non-refundable.

In the event of a medical illness, a medical certificate or doctor's note is required and a full refund will be issued. Supporting documentation for medical illness must be received by CCE's Student and Instructor Services Office within 10 business days of notification of the medical withdrawal. If documentation is not received within 10 business days, the refund becomes null and void.

TRANSFER POLICY: Students may transfer their tuition to another camp or class within the same semester; semesters run January to April, May to August, and September to December. A \$25.00 transfer fee will be charged. Students will be charged the extra cost if the new class or camp is higher in price. Please note materials fees are non-refundable.

KHS: What is the refund policy for Aquatic & URFit programs?

There will be a \$20.00 administration fee charged for all refunds requested within 7 days prior to the start of the first day of the course. No refunds will be issued on or after the start date of any sessions except for medical reasons (doctors note required) or relocation away from Regina and surrounding areas. A pro-rated refund, less the \$20.00 will be given for medical and relocation withdrawals. The University of Regina reserves the right to cancel classes due to insufficient registration. If this occurs, a full refund will be issued. To withdraw from a course, please contact RAS Services at (306)585-4371.

Course/Class Transfers: Registrants may transfer courses (within the same program area) prior to the start of the course, providing there is availability. A \$10.00 transfer fee will be assessed for transfers after the start of the course.

KHS: What is the refund policy for all Camps & Summer Sports School?

There will be a 10% administration fee for all refunds requested with at least 8 business days' notice and a 50% administration fee assessed for refunds requested within 7 business days of the course/camp start date. No refunds will be issued after the start of any course/camp except for medical reasons (supporting doctor's note required), or relocation away from Regina and surrounding areas. A pro-rated refund, less the \$20.00 administration fee will be given for medical and relocation withdrawals, effective the day we are notified of the withdrawal due to medical or relocation. A doctor's note must be received by the Recreation & Athletic Services office within 5 business days of the withdrawal notification. The University of Regina reserves

the right to cancel classes due to insufficient registration. If this occurs, a full refund will be issued. To withdraw from a course, please contact Recreation & Athletic Services at (306)585-4371.

Course/Class Transfers: Registrants may transfer courses (within the same program area) prior to the start of the course, providing there availability. **PLEASE NOTE: A \$10.00 transfer fee will be assessed for any transfers once the course has started.**

KHS: What is the refund policy for Fitness & Lifestyle Centre, Dr. Paul Schwann Centre & Aquatic Memberships?

All memberships may be cancelled, without any reason, up to 7 days after the purchase of the membership. There will be no refunds provided after the 7 days unless for medical reasons or relocation out of the city.

All refunds will be prorated based on the date of commencement to the date of cancellation. For medical withdrawals and extensions due to medical reasons, a supporting doctor's note must be received by the Recreation & Athletic Services Office within 5 days of notification of the medical withdrawal. If the medical note is not received within 5 days, the withdrawal becomes null and void.

A \$20.00 cancellation fee will be assessed for all refunds (no exceptions). Refunds may not be done after the membership has expired.

DPSC Travel Extensions will only be provided for twelve month memberships unless for medical reasons (doctor's note required) or for travel out of the city for a period greater than one month and less than three months. This extension may only be done once during the term of your membership.

KHS: What is the policy if I cancel a portion or all of my Facility Reservation?

A. Any renter cancelling their contract or portion thereof, and requesting a refund for the cancelled contract within fourteen days of the contracted booking date will be charged Fifty Percent (50%) of the refund amount, or a minimum of Fifteen Dollars (\$15.00) or whichever is greater. Any renter cancelling their contract of portion thereof, and requesting a refund for the cancelled contract with more than 14 days notice of the contracted booking date, will be charged Ten Percent (10%) of the refund amount, or a minimum of Fifteen Dollars (\$15.00) or whichever is greater. Please note: There will be no refunds provided for any cancellations made within 24 hours of your rental start time. All cancellations and requests for refunds must be emailed to CKHS.Book@uregina.ca. For pool cancellations email Gabor.Jerkovits@uregina.ca.

B. Rental of Outdoor Facilities: In addition to the above cancellation fee policy, any renter cancelling their contract or portion thereof, and requesting a refund for the cancelled contract

within seven days of the contracted booking date will be charged Seventy-Five Percent (75%) of the refund amount, or a minimum of Fifteen Dollars (\$15.00) or whichever is greater.