



**Tuesday, March 5 at 4:30 pm**

Registration starts for Spring/Summer 2019 Programs

## 3 Easy Ways to Register

Online or at Canada Games Centre Reception



**ActiveLiving Online**  
[whitehorse.ca/alo](http://whitehorse.ca/alo)

Available 24 hours a day,  
7 days a week with  
no convenience fees!



**By Phone**  
668-8360



**In Person**  
200 Hamilton Boulevard

### Access your Online Account

Go to [whitehorse.ca/alo](http://whitehorse.ca/alo)

#### Option A

Click on **"Sign In"** and enter  
your login and password.

(Click on **"Forgot Login Information"**  
to have your login and password  
emailed to you.)

#### Option B

Click on **"Request New Account"**,  
this may take up to 24 hours  
to validate.

### 3 Steps to Online Registration

1. **Enter your login and password**  
(this is usually your client barcode  
and assigned password).
2. Enter your Course Barcode or browse  
by category or Advanced Search on  
the Programs tab.
3. Provide a valid Visa and MasterCard  
to complete your online payment.



**The next registration session opens  
August 24, 2019 for Fall Programs.**

*Disclaimer: The information in this publication is correct at time of printing,  
February 2019, however is subject to change. © 2019*

Online [whitehorse.ca/alo](http://whitehorse.ca/alo) You're first in line!

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The City of Whitehorse is  
pleased to support the wide  
variety of exciting recreation  
opportunities offered to  
our residents.



# Program Registration Information

## Reading the Registered Program Table

|  |                |                          |                   |                      |              |  |
|--|----------------|--------------------------|-------------------|----------------------|--------------|--|
| Location — <b>Canada Games Centre – Green Room</b> |                |                          |                   |                      | Fee          |  |
| <b>Sa</b>  | <b>Dec. 10</b> | <b>1:00 pm – 4:00 pm</b> | <b>1</b>          | <b>\$37</b>          | <b>65903</b> |  |
| Day of Week  | Date           | Time                     | Number of Classes | Registration Barcode |              |  |

## Registration

- Participants must meet the age requirements and have achieved all pre-requisites to register.
- Individuals may waitlist for a program that is full. If space becomes available, you will be contacted and given 24 hours to register either in person or by phone.
- Required program forms or waivers must be submitted to CGC Reception prior to the program start.
- Participants can be registered in only one swim lesson at a time.
- If the participant carries an Epi-Pen, the Anaphylaxis Emergency Plan must be filled out.
- All foods containing nuts are not permitted in our programs.

## Cancellations

- All programs are subject to cancellation if there are insufficient registrations or an instructor becomes unavailable.
- If the City of Whitehorse cancels a program, participants will be notified and a full refund will be credited to the participant's account.

## Withdrawals

- A \$25 fee is charged for each participant withdrawing from a program and the balance is placed on account.
- If the program fee is less than \$25, the program fee is charged and no balance is refunded.
- Due to the extensive planning and preparation involved, programs marked with a ♦ will not be refundable within 7 days of program start date.
- Participants who do not complete required program forms will be withdrawn without a refund.

## Transfers

- All transfers are subject to space availability.
- If a program has started, transfers depend on a programmer's approval.
- Contact CGC Reception if you are transferring from another city or programming stream to ensure proper placement and eligibility for programs.

## Payment Plans

- Offered on any program over \$100.
- Must be set up in person or by phone at the time of registration.
- Requires an automatic payment authorization plan.

## Senior & Youth Discounts

- Program fees for seniors' age 60 plus and Youth age 18 and under are discounted to 50% cost recovery.
- Ensure your account has your date of birth to be eligible.

## Recreation Assistance Options



### Kids Recreation Fund

668-4236  
sportyukon.com

Supports sport and recreation for children 18 or under. Families may qualify for up to \$400 yearly per child.



### Canadian Tire Jumpstart

jumpstart.canadiantire.ca

Funding is available to support children ages 4 to 18 years participating in sport and recreation.