

3 Easy Ways to Register FOR YOUR NANAIMO PARKS & RECREATION PROGRAMS:

1. ON-LINE

iReg is the easiest way to register from the comfort of your home. Available 24/7 with a valid credit card!

Call us at **250-756-5200** to get your online logon info.

iReg.nanaimo.ca or **www.nanaimo.ca**

Write down your online registration access information here:

LOGIN ID:

FAMILY PIN:

2. IN PERSON

Pay for programs using cash, cheque, credit/debit card or gift cards at any of the locations listed below.

Phone 250-756-5200 to confirm hours.

- **Beban Park (2300 Bowen Rd)** • **Nanaimo Ice Centre (750 Third St)**
- **Bowen Park (500 Bowen Rd)** • **Oliver Woods Community Centre (6000 Oliver Rd)**
- **Nanaimo Aquatic Centre (741 Third St)**

3. BY PHONE

Call **250-756-5200** and leave your name & phone number.

We will call you back in the order calls are received.

Payment is by credit card.

PROGRAM WITHDRAWAL PROCEDURE

- Customers can withdraw or change their program registration without penalty up to three weekdays (Monday-Friday, excluding stat holidays) prior to the program start date.
- If a customer withdraws or changes a program registration three weekdays (Monday to Friday) or less prior to the start date, they will be charged for the first class.* This will be a prorated amount based on the number of classes in the program.
- If a customer withdraws or changes a program registration after the program has started, they will be refunded a prorated balance of the program fee based on the number of classes remaining.*
- **NOTE:**
- Full refunds are issued only if the class is cancelled by Parks and Recreation.
- Certain programs have separate refund policies and will be duly noted in class description or on customer receipt.

FOR YOUR INFORMATION

- Registration is on a first-come, first-served basis.
- A receipt will be sent to you for all telephone, mail-in, drop-off or fax registrations. If you have not received yours prior to the program start date, please call to confirm registration.
- Register early! Courses may be cancelled due to low registration numbers or other reasons. A full refund will be credited to your account. We will make every effort to contact all participants.
- Please provide an email address and both day and evening phone numbers when registering.
- Applicable taxes are charged on most programs.
- For a full refund, you must cancel three weekdays **(Monday to Friday)** before your class begins.
- Cheques should be made out to "The City of Nanaimo".
- * Certain programs have separate refund policies and will be duly noted in the program description or on receipt.

OH, NO! WE HAD TO CANCEL IT!

Sometimes programs get cancelled due to low registration because people wait until the last minute to register. Please try to register as early as possible to avoid disappointment.

SORRY, THAT COURSE IS FULL...

Many of our most popular classes fill up quickly. Please register early to avoid disappointment. Ask to be added to the waitlist free of charge.

CHANGE OF PLANS?

If you need to withdraw from a program, please call 250-756-5200 at least three weekdays **(Monday to Friday)** prior to the course start date for a full refund.