

PROGRAM REGISTRATION

Resident Summer Registration

Camps Only | Mar 1 at 6:30 a.m. Aquatics & Leisure Programs | Mar 29 at 6:30 a.m.

Non-Resident Summer Registration

Camps Only | Mar 8 at 8:30 a.m. Aquatics & Leisure Programs | Apr 5 at 8:30 a.m.

Quik-e-Link www.newmarket.ca

WHAT YOU NEED

- Personal ID #
- Account PIN
- Program Barcode(s)
- Visa/Mastercard/Amex # with valid expiry date
- Or credit on Quik-e-link Account

WHAT TO DO

- www.newmarket.ca
- Click on Quik-e-Link
- Follow instructions
- To put money on your account in advance, make a payment online or visit one of our kiosks and make a payment in person.
- If you are having trouble call the Help Line at 905-953-5154
- Print off your receipts as they will NOT be mailed to you

Fax 905-953-5135

WHAT YOU NEED

- Complete the registration form
- Visa/Mastercard/Amex number with valid expiry date
- Or credit on account

WHAT TO DO

- Fax form to: 905-953-5135
- Make sure registration is complete and credit card information is correct
- Faxed forms will be manually processed in random order based on residency
- Receipt will be mailed

Drop Off Newmarket facility

WHAT YOU NEED

- Completed form
- Cheque made payable to the Town of Newmarket or Visa/Amex/Mastercard (Do not send cash)
- Or credit on account
- No postdated cheques

WHAT TO DO

- Drop off completed form with cheque or credit card # at one of the following locations:
 - Ray Twinney Rec. Complex
 - Municipal Office
 - Magna Centre
 - Seniors' Meeting Place
 - Recreation Youth Centre
- Forms will be manually processed in random order based on residency

Mail address below

WHAT YOU NEED

- Complete the registration form
- Cheque made payable to The Town of Newmarket or Visa/Mastercard/Amex (Do not send cash)
- Or Credit on Account online or at one of the locations listed below
- No postdated cheques

WHAT TO DO

- Mail completed forms to:
Town of Newmarket
395 Mulock Dr.
P.O. Box 328 Stn. Main,
Newmarket, ON L3Y 4X7
- Receipt will be mailed

Please see p. 23 for refund and transfer information. You can put money on your account at anytime on Quik-e-link, or by going to your Customer Service rep at one of the locations below.

RAYTWINNEY COMPLEX KIOSK
100 Eagle Street West | 905-953-5301

(July 2 – July 20)
Mon - Fri 8:30 a.m. - 5:30 p.m.
6 - 9 p.m.

MUNICIPAL OFFICES
395 Mulock Drive | 905-895-5193

Mon - Fri 8:30 a.m. - 4:30 p.m.
(excluding statutory holidays)

(May 18 to August 31)
Mon - Thu 8:30 a.m. - 4:30 p.m.
Friday 8:30 a.m. - 4 p.m.

MAGNA CENTRE KIOSK
800 Mulock Drive | 905-953-5303

(July 2 – September 2)
Mon - Fri 7 a.m. - 10 p.m.
Sat & Sun 8:30 a.m. - 5 p.m.

Fine Print

Shedding light on Summer Camp & Programs

General Camp Information

All camps run from 9 a.m. to 4 p.m. unless otherwise specified. The Camp Central Line is 905-953-5300, press 2, & ext. 2664. Registration forms can be found online. Registration will end at 5 p.m. on the Thursday the week prior to the camp starting. For example a camp which begins on July 9 will not allow registrations after July 5 at 5 p.m.

Your First Day at Camp

You will be required to sign your child(ren) in and will be provided with the following:

- Weekly Forecasts – an outline of the weekly events.
- Epi Pen and Medication forms (if applicable).
- Weekly release forms for trips and swimming.

Please take a moment to read, sign and leave the applicable forms at your child's camp.

Safe Arrival/Dismissal & Absenteeism

We require all parents/guardians to sign their child(ren) in and out of camp daily. Should you choose to give your child(ren) permission to arrive and leave camp on their own, we request that the parent/guardian provide the Director of the camp, written permission explaining that the participant is allowed to sign him/herself in and out of camp. The Town of Newmarket would prefer that children 9 and under be signed in and out.

If your child has an appointment during camp hours we request that you speak to the Director of the camp and make them aware of the date and time. Many camps go swimming or on trips and therefore may not be on the camp site at various times throughout the week.

If your child will be absent from a day of camp please call the Camp Central Line at 905-953-5300 press 2 & ext. 2664. Should you get voice mail, please leave your name and phone number, your child's FULL name, and the camp they are attending. We will be sure to get the information to the proper camp.

If you require someone other than the regular parent/guardian to pick up your child, you MUST give written permission to the Camp Director or contact Camp Central. The written permission must have the child's name and the full name of the person who will be signing your child(ren) out. We will require the person to provide photo ID.

Late Pick Up and Fees

A \$2 late fee will apply every 5 minutes per child to those

Information Hotline

Call for possible cancellations of classes, pool closures, fields, diamonds or special events



1.877.PLAY936 (1.877.752.9936)

participants who have not been signed out once camp has ended. All camps end at 4 p.m., unless otherwise stated. Extended Care ends at 6 p.m. Late Fee payments are accepted at the Magna Centre, The Ray Twinney Complex, The Youth Centre or The Municipal Office.

E.C. - Extended Care

Available at two possible locations, the Magna Centre or the Community Centre & Lions Hall. Camp descriptions will note the EC location. If the EC and camp are at two different places, campers will be bussed to and from.

Time: 7:30 to 9 a.m. & 4 to 6 p.m.

Cost: \$35 (5 day week) or \$28 (4 day week)

Parent's/Guardian's Responsibilities

- To discuss camp appropriate behaviours with their children. The Town of Newmarket follows the same code of conduct as the school systems.
- All campers must be toilet trained. If your child has specific needs, you may speak with the Inclusion Coordinator if you have a concern.
- To ensure the children are appropriately dressed. All participants must wear weather appropriate clothing and closed toe shoes for activities.
- To ensure that your child brings sunscreen, a hat and bug repellent daily.
- To ensure that your child brings a nutritious nut /peanut free lunch and lots of water. A refillable water container is recommended.
- To ensure that your child's belongings are labelled with their full name.
- DO NOT BRING VALUABLE ITEMS TO CAMP. The Town of Newmarket is not responsible for lost or stolen items. Electronic games, iPods, cell phone, money, etc. are not permitted to be used during camp time and therefore are not to be brought to camp.

Campers Responsibilities

The Town of Newmarket strives to provide the highest level of safety and enjoyment to all participants and staff, during its camps and programs. The following rules have been developed to ensure that all parents, participants, & staff, are aware of what is unacceptable at camp. Coarse language, bullying, non compliance, and aggressive or inappropriate behaviour are NOT permitted at camp. These

behaviours will be documented, reported, and could result in the removal of a participant from camp.

If your child has behavioural concerns please speak to our Camp Programmer or Inclusion Coordinator and notify them of triggers and methods which are helpful for your child. It is our goal to make camp enjoyable for everyone!

Medication

If a participant is required to take medication while at camp the parent/guardian must complete a medication form. The completed form and the medication must be given to the Camp Director. Forms can be obtained either online or from the camp itself. Epi pens can and should be on the child while at camp.

Nut Aware Policy

The Town of Newmarket’s Recreation and Culture Dept. has adopted a “Nut Aware” policy for all our camps and programs. Therefore participants are asked not to bring food products that may contain nuts or traces of nuts (peanuts included) to a Town program or camp. Should items that contain nuts be found, the product will be removed from the camp area and returned to the parent/guardian at the end of the day.

Camp Staff

Our dynamic group of Camp Staff receives a variety of training and must also be High Five and First Aid/CPR (current) certified, and produce a positive Vulnerable



Sector Screening. We are proud of our camp staff in their efforts to provide an amazing camp experience for all participants and guardians.

Children’s Aid Society

Parents/Guardians should be aware that the Family and Child Services Act requires that any suspicion or allegation of child abuse will be reported immediately to the Children’s Aid Society. The Act recognizes that each of us has a responsibility to the welfare of children. It clearly states that any member of the public, including professionals who work with children, have the obligation to promptly report to a Children’s Aid Society if they suspect that a child is or may be in need of protection. Therefore any evidence or suspicion of neglect, physical, and/or emotional, abuse will be reported.

What happens if...?

Scenario	Answer
If you personally withdraw from the class using Quik-E-Link at least 5 business days before the start of the first class.	You will receive a credit to your class account. If you wish to receive a refund you must send a letter or fill out a Refund Request form at one of our facilities. For a refund cheque a \$25 administration fee will apply.
If you submit a written refund request form to cancel before the class starts at one of our Recreation Facilities or in Customer Service.	
After the class has started, you want to withdraw.	For medical reasons only. Please fill out a Refund Request Form and attach the Doctor’s Note (Doctor’s Note Required).
If you submit a refund request form to cancel up to and including the second class/day, you must submit a written request within one (1) day prior to the third class.	Only those individuals with Medical Documentation are able to withdraw from a program/class. The program/class will be prorated. No refund will be issued after the third class or day.
If your request is received after the program has ended.	Sorry, no refund.
If we cancel your program prior to the start date.	You will receive a full refund or Full Credit or Transfer to another available class.
If we request an applicant be withdrawn due to lack of program compatibility.	You will receive a refund less the fees for classes attended prior to withdrawal request.
If my cheque has insufficient funds.	You will be charged an NSF fee of \$50. The repayment must be made in cash or certified cheque.

Contact the Customer Service Centre at 905-895-5193

Please refer to pg. 14 for business hours.