



Information Hotline

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



1.877.PLAY936
1.877.752.9936

Fine Print

Shedding light on Winter+Spring programs

Code of Behaviour

The Town of Newmarket strives to provide the highest level of safety and enjoyment to all participants and staff members for the duration of its programs. These guidelines have been developed to ensure that all involved are aware of acceptable behaviour. Coarse language, physical and aggressive behaviour, inappropriate or uncooperative behaviour will be recorded, reported and may result in removal from the program.

Weather Conditions/Cancelled Classes

Participants are encouraged to dress appropriately and be prepared for diverse weather conditions during the selected program. Due to unforeseen circumstances, leisure programs, aquatic lessons or public swims may be cancelled. Call the information hotline (1-877-PLAY936) before attending your program.

For Everyone's Health

If a participant has a communicable disease (e.g. Lice, Chicken Pox, etc.) or a current public health concern we would ask that the participant not attend leisure programs, swimming lessons or public swimming. Participants are welcome to return to the leisure program/aquatic lesson when they are healthy and have a medical note of permission.

Any medication which a participant is required to take during their program must be given to the program instructor with a medication information form completed and signed.

Children's Aid Society

Parents should be aware that the Child & Family Service Act requires that any suspicion of child abuse be reported immediately to the Children's Aid Society. The Act recognizes that each of us has a responsibility for the welfare of children. The Act states that those who work with children, have an obligation to report promptly to a children's aid society if they suspect that a child is or may be in need of protection.

Program Requirement

All children attending programs without parent participation MUST be toilet trained. Our goal is to focus on fun with regular washroom visits. Diapers and pull-ups are not permitted. We would ask that you send an additional change of clothes in the event that an accident does occur so the child can change themselves into dry clothing. We may ask the parent or guardian to come pick up their child if additional clothes/assistance is required. All programs are for participants only. No parents, children or siblings are permitted to be in the area where the class is taking place unless otherwise specified.

Lost and Found

We recommend that you and your child do not bring expensive or valuable items to programs. Please be sure that your child understands that he/she is responsible for their articles. Money is not to be brought to programs, unless specified.

The Town of Newmarket is not responsible for lost or stolen items.

Community Integration

Newmarket Recreation & Culture Programs are open to everyone. Those with a disability or special needs interested in a Leisure Program should contact the Inclusion Programmer at 905-953-5300 ext. 2710 for information regarding availability and fees for Special Needs Support Workers. Aquatic Special Needs Lessons are available and are listed in the Recreation Guide: please contact Aquatics Programmer at 905-953-5300 ext. 2711.

Staff Training

All staff receive training including sessions on programming, first aid, team sports, child behaviour, policies and procedures, and leadership. Many of our staff have worked for the Town of Newmarket for a number of years and are pursuing careers in recreation, social work, and education.

Cell Phones and Personal Digital Assistants

The use of Electronic Devices, cell phones and Personal



Digital Assistants (PDAs - Palm Pilot, Blackberry, etc.) are not permitted at programs. The Town of Newmarket made this decision as a result of the integration of cameras in cell phones and PDAs. The Town of Newmarket is committed to providing a comfortable, safe environment with privacy for each patron using the facility.

Photograph/Videotaping

Due to the sensitive nature involved with photographing or taping children, the use of cameras and video recorders must be arranged in advance with the staff. Unless a participant or guardian so indicates, Recreation and Culture will assume permission is given for any pictures taken during any Department program to be used to promote recreation.

What happens if I need to withdraw from a program?

Scenario	Answer
If you personally withdraw from the class using Quick-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 \$25.00 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.	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 \$25.00 administration fee will apply.
After the class has started, you want to withdraw.	For Medical Reasons Only (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.
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. Your request will be reviewed.

Contact the Customer Service Centre at 905-895-5193

Please call one of our Customer Service Associates during business hours, 8:30 a.m. to 4:30 p.m., Monday to Friday for assistance.

PROGRAM REGISTRATION

Resident Registration

Winter | Dec 7 at 6:30 a.m.
Spring | Mar 7 at 6:30 a.m.

Non-Resident Registration

Winter | Dec 14 at 8:30 a.m.
Spring | Mar 14 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
 - Youth Recreation 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
- 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. 13 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

Mon, Wed, Thurs 8:30 a.m. - 5:30 p.m.
6 - 9 p.m.

Tues, Fri 4 - 9 p.m.

Sat 9 - 11:30 a.m.
12:30 - 4:30 p.m.

Sun 12 - 4 p.m.

MUNICIPAL OFFICES
395 Mulock Drive | 905-895-5193

Mon - Fri 8:30 a.m. - 4:30 p.m.

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

Mon - Thu 6 a.m. - 10 p.m.

Friday 6 a.m. - 10:30 p.m.

Saturday 7 a.m. - 9 p.m.

Sunday 7 a.m. - 9 p.m.