



POLICY No. REC 01: PROGRAM REGISTRATION POLICY

EFFECTIVE DATE: May 14, 2025

RESOLUTION# 2025 - 229

Purpose

The purpose of this policy is to establish clear guidelines and procedures for the registration, payment, and management of programs and events facilitated by the Grassland Recreation Department within the Municipality of Grassland. This policy ensures transparency and fairness in the registration process while maintaining consistency with municipal recreation best practices.

Definitions

For the purposes of this policy, the following definitions apply:

- **Program:** A structured recreational activity or course organized by Grassland Recreation.
- **Event:** A one-time or occasional recreational activity or gathering organized by Grassland Recreation.

Fees

Payment Methods

Payments for programs or events must be made to the Municipality of Grassland, and can be submitted via the following methods:

- In person at the Hartney Municipal Office, located at 209 Airdrie Street, Hartney, MB R0M0X0
- By phone at 204-858-2536
- By email at recreation@mglgov.ca

Accepted payment methods include:

- Cash
- Cheque (payable to Municipality of Grassland)
- Debit
- E-transfer (to accounts@mglgov.ca)

Payment Details

Please ensure the program name is included in the reference for cheque and e-transfer payments to avoid delays.

Fee Due Dates

Payment is required upon confirmation that a program or event will occur (e.g., once the minimum number of registrants is met).

Registration

Registrations for programs and events can be completed using any of the following methods:

- In person at the Grassland Recreation Office (209 Airdrie Street, Hartney, MB)
- By phone (204-858-2536)
- By email (recreation@mglgov.ca)

Confirmation of Registration

A participant's registration is not confirmed until full payment is received.

Order of Registration

Registrations will be processed in the order in which payments are received. If a program has a participant limit, registration will be handled on a first-come, first-served basis, based on the date payment is received.

Information Required

At the time of registration, all registrants must provide:

- Full name
- Phone number
- Email address
- Any special considerations for the instructor (e.g., medical conditions, accessibility needs)

Refund Policy

Withdrawals from programs or events must be made via phone, email, or in person at the Grassland Recreation Office. The refund structure is as follows:

- **Full Refund:** Withdrawal more than 14 days prior to the program start date.
- **Refund minus \$10.00 Administration Fee:** Withdrawal 7–13 days prior to the program start date.
- **No Refund:** Withdrawal less than 7 days before the program start date. Pro-rated refunds may be granted for medical reasons.

Cancellations

Programs may be cancelled due to insufficient registration or other unforeseen circumstances. To avoid disappointment, please register early. If a program is cancelled by the Municipality of Grassland, a full refund will be issued via cheque.

Waitlists

Popular programs and events may reach their participant capacity quickly. To ensure your place, it is recommended to register early. If a program is full, registrants may request to be added to the waitlist free of charge.

Waitlist Process

Participants will be added to the waitlist in the order in which they request to be added. If a spot becomes available, the top of the list, descending, will be notified and given the opportunity to register.

Payment for Waitlist Participants

Waitlisted participants must provide payment to secure their spot if they are offered a place in the program.

General Guidelines:

- All registrants should be aware that program fees, cancellation, and refund policies are subject to change. Please ensure you review all policies at the time of registration.
- For further information, please contact the Grassland Recreation Department at recreation@mglgov.ca or call 204-858-2536.

This policy is designed to ensure a consistent, fair, and organized process for all participants, following best practices in municipal recreation management.