

NEW RECREATION SOFTWARE

*In 2017, Campbell River recreation facilities will offer online registration and bookings.
Below are answers to frequently asked questions.*

What is changing?

The City of Campbell River and the Strathcona Regional District are upgrading to new software that will allow people to sign up and pay for recreation programs via computer or mobile device.

The City will use the software internally first and launch the online registration this fall. Strathcona Gardens will launch their new registration system later in the fall.

Which facilities will offer online registration?

All recreation facilities in Campbell River operated by the City and Strathcona Regional District will offer online registration. City facilities include the Sportsplex, Community Centre, Centennial Pool and spaces booked through Parks Department. Also included is Strathcona Gardens Recreation Complex operated by the Strathcona Regional District.

When will this new service be available?

City of Campbell River program registrations will be available online this fall.

Strathcona Gardens program registrations will be available online late in the fall of 2017.

Why are there different start times for this online registration service at the different facilities?

Moving to a new computer system is a big task, and each organization has different staff resourcing available to support the transition to this new service.

Why can't we register online now?

To ensure that the new software is working efficiently and effectively the City and Regional District will launch the system internally before launching the online registration feature.

Will I still be able to register in person or by phone?

Absolutely!

Is there a fee to set up an account or register online?

There is no fee to set up an account or register online.

Will someone help me with this process?

Yes! Both the City and Strathcona Gardens, will have extra staff available to assist with account setup and online registrations.

Can I get one membership for all Campbell River facilities?

Although both the City and Regional District operate recreation facilities in Campbell River, these are separate local governments, with separate financial systems, so people using these facilities require an account with each organization. This will continue to be the case for online registration as well. People will need to set up an online account for programs offered through the Community Centre and Sportsplex (operated by the City), and another account for programs and services offered through Strathcona Gardens (Operated by the Regional District).

What do I do now to register for City programs?

To participate in programs at the Sportsplex, Community Centre, and/or Centennial Pool people will need to set up an account before they can register or purchase services.

The City will make extra staff available at the Community Centre and the Sportsplex for three weeks after summer registration begins (May 24) to help set up client accounts to be ready for online registration as soon as it's available.

Staff will require accurate information, including email addresses, so that when online registration opens in the fall, you'll have easy access to your up-to-date information for online account setup.

What do I do now to register for Strathcona Gardens programs?

To register for any programs or services you will need to setup an account online or in person at reception. Payment will be required at time of online registration. (Visa, Mastercard, American Express).



Questions?

Drop in at the Community Centre, Sportsplex or Strathcona Gardens, or call us at 250-286-1161.

**For Strathcona Gardens, please call
250-287-9234**

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How do I set up an online account with the City?

Before fall registration and the launch of online registration, set up a client account with help from City Staff at the Sportsplex or the Community Centre. After the launch of online registration, set up an account online or in person at one of the City Facilities.

The following information is required to set up an account, register for programs, or reserve facilities:

- First and last name
- Address (including postal code)
- Phone number
- Birth date
- Email address (for account log-in, emailing receipts, and optional E-Newsletters and Special Events)

How do I set up an account with the Regional District's Strathcona Gardens?

For Strathcona Gardens, set up accounts online or in person one month prior to the winter/spring 2018 program registration.

SRD staff will remind patrons via email, social media and facility posters. A web URL will be provided to patrons who wish to setup their account online.

Staff will also be available to help set up accounts.

The following information is required to set up an account, register for programs, or reserve facilities:

- First and last name
- Address (including postal code)
- Phone number
- Birth date
- Email address (for account log-in, emailing receipts, and optional E-Newsletters and Special Events)

Staff will assist with account setup for LIFE participants, membership pass holders, current economy ticket holders and organizations with current facility bookings.

Does this change affect 50+ members at City facilities?

50+ members will receive a membership card when they register. Scan this card to attend drop-in programs starting in the fall.



How will the change affect LIFE members?

LIFE members in City programs will receive a new membership card when they reapply after June 1. LIFE members will scan their card for access at Centennial Pool rather than purchasing a separate pass. At Strathcona Gardens, staff will set up accounts for LIFE participants registering for 2017/18 membership. New cards may be required.

Can LIFE members set up an online account?

For City programs, apply at the Sportsplex or Community Centre for participation in the LIFE program. After the online launch in the fall, a LIFE member can set up an account online.

For Strathcona Gardens, submit LIFE applications in person to SRD staff. Once staff have reviewed and approved the application, register for programs online.

Will I receive email updates about changes to scheduling or classes through online registration?

Both City of Campbell River and Strathcona Gardens patrons can choose to receive emails when scheduling changes occur. Staff will also phone registered participants in affected Strathcona Gardens programs.

How will my private information be protected?

The online registration system complies with all applicable laws relating to personal information privacy. Information is stored within Canada and will not be shared. In accordance with Canadian Anti-SPAM Legislation, patrons with accounts can opt out of receiving email updates. Patrons can also choose the type of optional email updates they will receive.

How do I register for a program or book/reserve a field, a gym or an activity room at a recreation facility online? Watch for more information available this fall.

Will I be able to reserve a spot in drop-in classes?

Not at this time. But we're looking into this.

What about online racquetball/squash court bookings?

We are working to offer this service this fall.

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