Frequently Asked Questions

What is happening?

The Town of Caledon is excited to launch our new recreation software. This will replace the previous online e-reg platform; as well as in-person services. This new tool is easy to navigate, efficient and quick, providing residents with streamlined access to thousands of programs and services offered by the Town's Recreation division.

Why are you changing the recreation software?

The new software was selected to provide an enhanced experience. With the new system, users can register for programs, receive cancellation or program update emails, view activities, print activity calendars, and more!

Will my current e-reg account work with the new software?

To adhere to legislative requirements protecting the collection and use of personal information, all recreation customers will need to create a new Client Account to access the full features of the new system. Your new account will allow you to quickly search programs and to easily book the programs and services you and your family members can enjoy.

When can I create my account in the new system?

New accounts can be created as of January 28, 2019.

When is Spring / Summer registration?

Spring / Summer programs will be available for preview on February 15, 2019. Online Resident Only Registration begins February 26, 2019 and Open Registration (in-person, phone, non-residents) begins on March 5, 2019.

Important Dates

- January 28, 2019 – Online account creation
- February 15, 2019 – Preview programs online
- February 26, 2019 – Online resident only registration
- March 5, 2019 – Open registration (in-person, phone, non-residents)

How do I get started?

On January 28, 2019, you can go to **caledon.ca/account** to set up your new Client Account. For a complete "How-To Guide", please visit **caledon.ca/recreation**.

TOWN OF CALEDON

Recreation **Registration** Redefined!

Frequently Asked Questions

Can I register if I don't have an e-mail account?

All online registration requires an e-mail to activate an account. If you do not have an e-mail address, you may register in person as of March 5, 2019.

Will I need to create separate accounts for my family members?

As part of the new system, you'll be able to easily add and manage your family member's recreation accounts all under one group.

Is my credit card or EFT banking information secure?

YES, the new software application and payment processor (Moneris Solutions) are fully encrypted and PCI-DSS *(Payment Card Industry Data Security Standard)* compliant to ensure your personal information is secure.

Why do I need to opt-in to receive notifications and emails?

The Canadian Anti-Spam Legislation requires users to consent to receiving emails from the Town's Recreation division. You will receive a welcome email after you have created your account asking you to opt-in to receive emails from the new system. Clients will receive transactional documents such as receipts, registration confirmations, membership agreements, rental agreements, withdrawal or transfer confirmations, payment reminders, waitlist updates, membership pass expiry updates, class cancellations and more.

I currently hold a valid Recreation Membership or 10x Pass. Will they still work?

Yes, recreation centres will be equipped with two scanners. Customers with current memberships will use a separate scanner. The other scanner will work for those memberships purchased after February 26, 2019.

Will there still be a print guide?

Yes, Recreation Guides will be available at all recreation centres beginning in February.

What should I expect in February 2019?

Recreation staff will do their best to complete your registration as quickly as possible. Since we are using a new software application and creating accounts, we ask for your patience as it may take us a bit more time to process your in-person or phone-in transactions.

We encourage all clients to create their account online starting January 28, 2019, prior to Spring/Summer registration. This will ensure a speedier and more efficient registration experience for you.

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