

# A MESSAGE FROM MAYOR MALCOLM BRODIE



Welcome to the Winter/Spring 2010 Parks, Recreation and Culture Guide. This Guide features a broad offering of events and activities from the City of Richmond and a wide range of community partners.

The City is proud to work in partnership with many Richmond community organizations to offer a comprehensive set of programs and services in the City's facilities and parks. While the organizations listed below are those that we work most closely with, there are a multitude of other community groups that significantly contribute to life in Richmond through offering programs and services, both within City facilities and elsewhere.

Without the unceasing efforts of these community organizations, the citizens of Richmond would not have the opportunity to participate in such a diverse range of interesting programs and services.

A special mention also needs to be made about the thousands of volunteers who selflessly dedicate themselves to improving the lives of others. Not only are community organizations run by volunteer boards, but many volunteers help run the programs and services offered in this Guide. Volunteers contribute significantly to the fabric of our community, and elevate our quality of life to a level that would otherwise be impossible to achieve. On behalf of City Council, I would like to thank you for all your hard work for the citizens of Richmond.



Britannia Heritage Shipyard Society • City Centre Community Association • East Richmond Community Association • Gateway Theatre Society  
Hamilton Community Association • London Heritage Farm Society • Minoru Seniors Society • Richmond Arenas Community Association  
Richmond Art Gallery Association • Richmond Fitness & Wellness Association • Richmond Museum Society • Richmond Nature Park Society  
Richmond Sports Council • Sea Island Community Association • South Arm Community Association • Steveston Community Society  
Steveston Historical Society • Thompson Community Association • West Richmond Community Association

City Divisions: Parks • Recreation Services • Arts, Culture and Heritage Services • Community Social Services (including Seniors, Youth and Diversity Services)

# Registration Information

## Registration is Easy!

Registration for Winter and Spring programs begin Tuesday, November 24.

The City of Richmond is implementing a new program registration system, which will be in place for Winter/Spring 2010 registration. Although registration doesn't begin until November 24, the new system is active now and we encourage you to visit [www.richmond.ca/register](http://www.richmond.ca/register) and ...

- check that your current Client Number and Personal Information Number (PIN) are still valid
- become familiar with the system before registration begins

If you have any questions, call 604-276-4300 and a Call Centre representative will be pleased to help you.

## What you will need...

In order to register for a program, you will need to have the following information on hand:

- Family PIN and Client Number. If you do not already have your numbers, please call 604-276-4300 or drop by your local recreation or cultural facility.
- Course Number  
Eg. Jan 9...Sa.... 4:00-8:00pm....\$15/1 sess....1234
- AMEX, Visa or Mastercard number and expiry date

## 3 Ways to Register

Internet - 24 hours a day, 7 days a week	Registration Call Centre - Monday to Friday, 8:30am-5:30pm	In-Person - During facility operating hours
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## Recreation for All!

The City of Richmond encourages all Richmond residents to participate fully in parks, recreation and cultural activities. A Fee Subsidy program is in place to provide assistance to Richmond residents in financial need. For information, contact Diversity Services at 604-247-4909.

## Cancellation of Programs

Classes may be cancelled if a minimum number of registrants for a class are not met one week prior to the start date, so please register early to avoid disappointment.

## Refunds/Withdrawals/Transfers

We encourage customers to contact the Registration Call Centre Monday to Friday from 8:30am-5:30pm to receive a refund, withdraw or transfer from a class. Customers may choose to contact the facility offering the class if withdrawing outside of Registration Call Centre hours.

## Seasonal Classes

- If notice is given prior to the beginning of the third session of the class, a refund, less classes taken, will be provided.
- If notice is given after the beginning of the third session, no refund will be given.

## Summer Daycamps, Camps, Winter/March Break, Children & Tot Programs, Activity Camps, Out Trips, Workshops and Weekly Programs (2-5 Day Programs)

- If less than one week's notice is given, 50% of the fee will be refunded.
- If notice is given on or after the start date of the camp, out trip or 2-5 day program (e.g. M-F, T-F, T/Th, M/W/F), a refund will not be given.
- Transfers will be allowed with 72 hours notice prior to the start date of the programs.

*Please note: Some classes and out trips may have a non-refundable portion of the fee for items such as art supplies or tickets for events.*