

REGISTRATION GUIDE & INFO

REGISTRATION GUIDE

1) Visit www.therecc.ca then click on "Registration", near the top left side of the page

2) If you have done any activity, had a membership or a rental at the RECC in the past please contact the Welcome Desk to assist you with creating your account to avoid duplicate entries.

(There is also the option to "reset password" if you have accessed the online options before and just can't remember your password)

If you have never registered for an activity, had a membership or done a rental at the RECC, please proceed with the "create account" at the bottom of the page.

3) Once you are logged in, or the account is created, Click on the "Registration" tab

4) On the left hand side, you will see a list of activities that are listed by type and time.

(Activities on the hour are week days, the activities on the half hour are weekends)

*You can use the arrows beside the activity name to expand the options if you are looking for particular days, or you can click on the activity itself to look at the available dates and times.

*You can also use the "search activities" bar at the top of the list.

*The "Advanced Search" option at the bottom of the activity list can be used by checking the box and using the date sections, and search text to filter the activities to a specific date and type.

5) Click the green "Register" button on the activity. Please pay close attention to the date and the time listed on the activity to ensure you are enrolling for the correct spot. If the activity is full it will show a yellow "waitlist" button instead of the green "register" button. If you add to the waitlist, the Welcome Desk will contact you if a space opens up.

6) Use the drop down menu beside the "name of registrant" field to select the person you wish to register. If the person you would like to register is not on your list, you will need to add them to your account. To do this:

-click the "My Account" button on the top right side of the page and select "Edit Account".

-Scroll to the bottom of the page and select "Add Member"

(this button is just below the list of existing members on your account)

-Complete all fields with a red star and click "continue" at the bottom of the page.

(If you need to add additional family members, repeat the process for each one)

-Once you are done adding members, make sure you scroll down to the bottom of the page and click "submit" otherwise it won't save your changes.

7) Proceed with enrolling all individuals who are attending the swim by selecting their name from the drop down list, clicking "add to cart" and then "continue shopping", until you have everyone added to your cart.

8) Once everyone has been added to your cart and you've registered for all of the activities you were looking for, click "check out" and then "continue". If successful, it will say "Order Complete" and you will receive a confirmation email.

9) If you do not receive a confirmation email, please call the Welcome Desk to ensure your spot(s) have been reserved.

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ADDITIONAL REGISTRATION INFO

- Please review your confirmation email to ensure the booking type, date and time are correct. And to become familiar with the policies outlined in the activity description
- You can review your registrations by clicking “My account” and “Account History”. Click the blue icons beside each name to see the details of the registration.
- If you need to cancel a swim time, please call the Welcome Desk as soon as possible so that the space can be released!
- If you are partway through enrolling and the activity fills, please call the Welcome Desk.
- Please arrive 20 minutes prior to your swim time and enter the pool deck prior to your scheduled time. **DO NOT ENTER THE POOL UNTIL THE LIFEGUARDS INDICATE IT IS TIME TO DO SO.**
- No towels/personal belongings on deck
- Lockers are allowed to be used while you’re swimming but must be unlocked and emptied when you leave. Any locks left overnight will be cut for disinfecting.
- You must remain the correct area of the pool that matches your registration. You cannot switch between activities or pools.
 - Lane Swim – Swimming laps in the competitive pool only
 - Family Swim – A swim in our leisure pool, you do not need to have kids or family with you
 - Open Swim – A swim in our leisure pool and a designated area of the competitive pool – slide will be available when possible during these swims.
 - Parent & Tot – A swim in our leisure pool strictly for parents and young children
- All children under 8 must have a parent/guardian (16+) in the pool within arm’s reach at all times. Kids 8-12 must have an adult inside the facility. Kids 13+ can swim alone.
- Every activity is entered at \$0.00, as the online registration is only for booking you spot. When you arrive at the facility you will either scan your membership card or pay any applicable drop in fees. (The swim type does not affect the fees – fees are based on ages and numbers of people)
- Drop in rates:
 - \$6.50 Student/Senior
 - \$8.50 Adult
 - \$19.00 Family (Two adults & any number of dependents under 19 in the same household)

We are here to help!
If you have any questions about registration or programming
Contact us at (902) 893-2224
www.therecc.ca
@RathEastlinkCC on Facebook

