

Memo

DATE: February 1, 2011
TO: Spring/Summer Minor Sports Staff & Volunteers
FROM: Lori Ludwig – Manager Community, Neighbourhood Services
SUBJECT: City of Waterloo Fee Assistance Leisure Access Program

NEW INFORMATION and PROCESS for FEE ASSISTANCE!

The City of Waterloo will be offering Fee Assistance to eligible residents of Waterloo registering for affiliated Minor Sport Programs (*some exceptions apply*) with the City of Waterloo. The Fee Assistance Administrator will NOT be on site for registration.

****Rep, Tryout and/or Fundraising fees are the responsibility of the family and to be collected by the sport group.**

Post dated cheques are an alternative payment plan that **DOES NOT** need to be administered through the Fee Assistance Leisure Access program. This option can take place at the time of registration with each sport group. The customer and sport group decide on appropriate number of payments (post dated cheques) that will equal full payment by the end of the sport session.

****All applicants must show a Fee Assistance Leisure Access Card to be eligible to register for fee assistance at the time of registration. If not please see B below.****

Fee Assistance Leisure Access Card applications are available at the registration tables or at the City of Waterloo table.

Registrants asking about Fee Assistance Leisure Access Program should be treated with respect and utmost confidentiality.

Please ask your registration staff and volunteers to follow the steps listed below.

A. Customers with a Fee Assistance Leisure Access Card

REGISTRATION STEPS:

1. If the customer is asking to pay through Fee Assistance ask to see their Fee Assistance Leisure Access Card
2. Record FA as method of payment on the registration form. **Registration fees should not be collected at this time**
3. Record the registration fees (less fundraising fee) on the top of the City of Waterloo green notice
4. Give applicant the green Fee Assistance notice, that explains their responsibilities, and have them contact the Fee Assistance Administrator within 1 week of registration to confirm payment back to sport group.

B. Customers without Fee Assistance Leisure Access Card

REGISTRATION STEPS:

- NEW
1. Hand the customer a Fee Assistance Leisure Access Program application and ask them to return it to the City of Waterloo within 1 week to confirm eligibility (details on application)
 2. Fee Assistance will not be approved until applications & documents are submitted and approved by the City of Waterloo prior to registration
 3. Once the application has been approved and the customer is able to produce a Leisure Access Card, refer to A above.

C. Sport Group Follow Up & Payment

NEW
No.

To ensure the family has a sufficient credit amount remaining on the Fee Assistance Leisure Access Card, each Sport Group must contact the Fee Assistance Administrator at **747-8512** or lynn.dicksegley@waterloo.ca one week after registration.

A Fee Assistance Leisure Access Card does not guarantee payment to the sport group until we've approved their Fee Assistance balance.

The Fee Assistance Program will not refund registration fees paid by applicant to the sport group.

Reminder: Fundraising/rep fees are the responsibility of the family and to be collected by the sport group directly.

D. City of Waterloo Follow Up & Payment

Upon end of season, the City of Waterloo will arrange for Fee Assistance payment of all approved fees to each individual sport group.

Questions or inquiries about the details of the Fee Assistance Leisure Access Program can be directed to call **(519) 747-8512. (new phone)**