

## Questions and answers 2022

- Last year, I had trouble getting into registration at the scheduled time. Will this problem occur again this year?
  - No, you should be able to access the registration at the scheduled time without any problem.
  
- When I enrolled my child last year and one week was full, my children were registered for all their weeks on a waiting list. Has the problem been resolved for this year?
  - Yes, it is for this reason that this year you must first finalize the registration of the available weeks. Afterwards, you will be able to enroll your children in the "waiting list" for the weeks you would like.
  
- Last year, I did the registration "test" and had trouble registering because of it. So I'm hesitant to redo the registration "test" this year.
  - Do not be hesitant to do the registration "test" this year because we have solved the problem.
  
- How do I register my child for Youth Adventures this summer?  
By phone at 739-2122:
  - This is the slowest way to register and there is less chance of having the week you prefer.
  - There are no reserved spots for those who wish to register by phone (Please, do not leave any messages - only calls received will be considered for registration).Online:
  - We recommend registering this way! It is the fastest and best way!
  
- How do I register my child via the website?

### **Registration Day**

- ❖ Go to City of Edmundston's website at [www.edmundston.ca](http://www.edmundston.ca) and login to your account.
- ❖ Click on « Registration for activities »
- ❖ Chose the family member you want to register
- ❖ Chose the activity « Youth Adventure »
- ❖ Chose the desired weeks
- ❖ Add every child you want to register, until every child is registered
- ❖ Choose the size of the t-shirt and add additional ones if you prefer
- ❖ Then go to « Payment ».
- ❖ If you doubt if the registration worked or not, you can check your email or call us at 739-2122.

- ❖ When registering, the desired weeks may not all be available as they are already full. Finalize the registration for available weeks. Afterwards, you will be able to enroll your children on the “Waiting List” activity for the weeks you would like to add them to.
  - ❖ You will have 30 minutes to complete the registration, pay for the weeks you want and add the additional T-shirts.
  - ❖ Register early because places are limited!
- Must I do something to prepare myself for the online registrations?

### ***To do before the day of registrations***

#### **New customers:**

- ❖ Contact us at 739-2122 to receive access to the online registration platform.
- ❖ Once you receive the access, you must create your username and your password.
- ❖ Login to your account. Under « My Family », enter the names of all your family members, not just the names of the children you want to enroll.

#### **Former customers:**

- ❖ Check your online account (username and password).
- ❖ Make sure everything works well before the day of registration.
- ❖ If you have forgotten your username and/or password, please contact the Sports Pavilion’s front desk at 739-2122.
- ❖ Do the activity “TEST” to make sure everything works well.
- ❖ ***If you have difficulty accessing your account:*** It is possible that your account is inactive. **Contact us and we will guide you, so you have a great experience during registration.**

- Is there a way for families who don’t have access to internet to register online?
  - Yes, by calling at 739-2122.
- How can we pay for the Youth Adventures online or in person registrations?
- ❖ For online registrations, you can choose the credit card payment method or the "pay at the counter" payment method.
  - For payments at the counter, you must contact us by phone at 739-2122 (payment by credit card) or come in person to the Sports Pavilion during opening hours **within 24 hours of registration.**
- ❖ **If payment is not received on time, for example before 10 a.m. on Wednesday, May 25th, your child's registration will be automatically cancelled.**
  - **All registrations must be paid within 24 hours of the transaction.**

- ❖ For credit card holders, it is possible to pay the full amount or choose the 5 payments option.
  - If you choose the 5 payment option, the first payment will be 50% of the total amount, and the rest of the amount will be divided into 4 equal payments which will be automatically debited from your credit card on the dates indicated (June 2nd, June 9th, June 16th and June 23rd).
- ❖ For payments at the counter, the same procedure will be applied. You will have the option to pay in full or 50% of the initial amount immediately and the rest of the amount in postdated checks (June 2nd, June 9th, June 16th and June 23rd).
- It is possible to divide the amount due on more than one credit card?
  - No, it is not possible
- It is possible to register more than one child in the same group at the same time?
  - No, you must register one child after the other and it is very important to only pay when you are finished all the childrens' registrations.
- Must I register and pay for one child at a time?
  - No, you must register all the children and then, once they are all registered, you can pay.
  - If you pay after each child registration, there is a risk there might not be any more places when you go back for the other child.
- If there are no more places left, can I add my child's name to a waiting list?
  - Yes it is possible. Finalize the registration for available weeks. Afterwards, you will be able to enroll your children in the "Waiting List" for the weeks you would like to add them to.
- Must I be on the website 2-3 hours before registrations start?
  - No, system access will only be possible at the designated time
- When the registration page is loading and seems really slow, can I refresh the page to make it go faster?
  - No, it is very important to not refresh the page.
- How much time will I have to complete the registration and payment?
  - You will have 30 minutes. After the 30 minutes is up, if you are not done yet and if you haven't paid, the activities you have chosen will be released.

- How can separated parents proceed?
  - Each parent must create their own online account, register and pay for the child for the weeks which that parent is responsible for. Both parents must register the child for the weeks they are responsible for, in an independent way.
  
- Why is everything in French for the online registrations?
  - You need to switch the language to English.
  
- What happens if the system crashes during the registrations?
  - It is very rare that this system crashes. It is used by many companies and they have much bigger registrations than Youth Adventures.
  - If it crashes, updates will be posted on our Facebook page.
  
- Can I register my child for more than one week?
  - Yes

\*\*\* If you have a question and the answer cannot be found in this document, please send use an e-mail ([aventure.jeunesse@edmundston.ca](mailto:aventure.jeunesse@edmundston.ca)) or call 737-6762. We will add new questions to our document and an updated version will be posted on our Facebook page.