Questions and answers 2023

1. **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.

2. **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.

3. **How do I register my child for Youth Adventures this summer?**
    - By phone at 506.739.2122
        - 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!

4. **How do I register my child via the website?**
    - Go to City of Edmundston's website at 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 week
    - 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 »
- To check if the registration worked, check your email or call us at 506.739.2122

❖ When registering, the desired weeks may not all be available as they are already filled. 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

❖ You will have 30 minutes to complete the registration, pay for the weeks you want and add the additional T-shirts

5. **Must I do something to prepare myself for the online registrations?**

To do before the registrations day

New customers:

❖ Contact us at 506.739.2122 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 registration day.

❖ If you have forgotten your username and/or password, please contact the Sports Pavilion's front desk at 506.739.2122

❖ 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.

6. **Do I have to create an online file before the registration date?**
    - Yes, it is very important to create an online file before registration day. Creating a file can take 5 to 10 minutes and if you wait until registrations time to do so, you may not be able to get the weeks you want.

7. **Is there a way for families who don't have access to internet to register online?**
    - Yes, by calling at 506.739.2122

8. **How can we pay for Youth Adventures registrations? Online or in person?**
    - For online registrations, you can choose to pay with a credit card or "pay at the counter" method.

Credit card:

- For credit card holders, it is possible to pay the full amount or choose the 5 payments option.
    - If you choose the 5 payments 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 the credit card on the dates indicated (June 1st, 8th, 15th, and 22nd).

Payments at the counter

- For payments at the counter, you must contact us by phone at 506.739.2122 (payment by credit card) or in person at the Sports Pavilion during opening hours within 24 hours of registration.
- 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 1st, 8th, 15th, and 22nd).

***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.

9. **Is it possible to split the amount and pay with more than one credit card?**
    - It is not possible to do this online. However, you can select "payment at the counter" to divide the amount, either by phone or in person at the Sports Pavilion.

10. **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.

11. **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.

12. **If there are no more spaces, can I put my child's name on a waiting list?**
    - Yes
    - When registering, the desired week may be full. Finalize the registration of the weeks available for the other children. Afterwards, you can register your children in the "waiting list" activity for the week you would like to add them to.

13. **Must I be on the website 2-3 hours before registrations start?**
    - No, system access will only be possible at the designated time

14. **When the registration page is loading and seems slow, can I refresh the page** to make it go faster?
    - No, it is very important not to refresh the page.

15. 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.

16. How can separated parents proceed?

- Each parent must create their own online account, register, and pay for the weeks they have their child. Both parents must register the child for the weeks they are responsible for, in an independent way.

17. Why is everything in French for the online registrations?

- You need to switch the language to English.

18. 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.

19. Can I register my child for more than one week?

o 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) or call 506.737.6762. We will add new questions to our document and an updated version will be posted on our Facebook page.