



## FEE ASSISTANCE (FA) PROGRAMS FREQUENTLY ASKED QUESTIONS

Please take a moment to read through the *Frequently Asked Questions*. If all your questions are not answered, contact 311. Over the phone interpretation is available in more than 140 languages. You can also visit our website [Calgary.ca/fairentry/feeassistance](http://Calgary.ca/fairentry/feeassistance).

### Where can I obtain my card?

You can go to any City of Calgary Recreation Centre to obtain your Fee Assistance Card and valid sticker.

- You do not need a Fee Assistance card to get a Transit Pass
- Sites **do not** print cards on Stat. Holidays

### What discount do I receive on admissions with FA?

A valid FA recreation card must be presented each visit to receive the discount.

- You will receive 75% off the preschool, child/youth, adult or senior rate depending on your age.
- Babysitting is **not** included in FA.

### Is there a maximum limit for FA admissions to City of Calgary Facilities?

- No, you will receive admission discounts for the entire time your FA is valid.

### How do I register for a program and what are the discounts?

- **To apply the subsidy, registration can only be done in person at any City of Calgary Facility or through Program Registration: 403-268-3800**
- FA can be used for recreation programs offered by The City of Calgary. Programs listed in the *Recreation Program Guide* are eligible for FA (some exceptions apply).
- FA can only be applied to the registration fee and **not** to pre/post care or extra fees.
- Unused subsidy cannot be carried-over or transferred.
- Your FA **must** be valid at time of registration for subsidy to be applied. Please visit [Calgary.ca/recreation](http://Calgary.ca/recreation) for more information on registering for a program.

### What am I charged if I withdraw from a program?

- Withdraw from a program **before** it starts is subject to \$20.00 withdrawal fee if the course cost more than \$20.00 the remaining balance will be refunded if it is less no refund will be given. They will receive the program back to the subsidy reserve.
- Withdraw from a program **after** the start date, both the course cost paid, up to \$20.00, **and subsidized program will be lost.**

### Can I purchase 10x or 30x and Build-a-Passes at the FA rate?

Yes, for more information please visit [Calgary.ca/fairentry/feeassistance](http://Calgary.ca/fairentry/feeassistance)

- A valid FA recreation card must be presented at time of each purchase.

### How do I receive discounts at City of Calgary golf courses?

Clients with a valid Fee Assistance Card (and photo ID) can visit any clubhouse to request a Fee Assistance Account for Golf. A maximum of one Fee Assistance Account for Golf per person per golf season.

**Adult golf** - A Fee Assistance Account for Golf is for individual use only and is valid for up to 10 rounds of golf when a current Recreation Fee Assistance card and photo ID are presented at check-in.

- Fee Assistance rates are 65% off the posted Adult green fee. [Green fee rates vary by course](#) and may change without notice.
- Each game, of either 18 or 9 holes, played will be equivalent to one round.
- Valid anytime Monday to Thursday (excluding holidays) and after 2 p.m. Friday to Sunday and holidays.
- Valid anytime at Par 3 courses.



**Junior golf** - Boys and girls ages 6-15 years of age who have been approved for fee assistance have access to free opportunities to learn and play golf through The City's Junior Golf Subsidy program. Please visit [Calgary.ca](http://Calgary.ca) for more information.

#### **How do I receive the FA rates at partner facilities/organizations?**

To receive the FA admission rate, you must present your Calgary Recreation FA card to staff at the time of admission. FA cards can only be used by the person whose name and photo appears on the front of the card. All partners set their own rates and are subject to change.

#### **Who are the FA partner facilities/organizations?**

Please visit [Calgary.ca/fairentry/feeassistance](http://Calgary.ca/fairentry/feeassistance) for information on partners and their rates.

#### **What if I lose/forget my Calgary Recreation FA card?**

There is a \$2.50 administration fee to reprint your first lost Calgary Recreation FA card. Any card re-print thereafter will be charged the full replacement rate. If the card has been stolen, a police report is required, and a new card will be issued free of charge.

#### **Can staff ask for identification?**

Yes, staff may ask for proof of identification when you use your card.

#### **What happens if someone else uses my Calgary Recreation FA card?**

If your Calgary Recreation FA card is being misused, staff will revoke the card and notify the FA Administrator. You will have to contact the FA office, through 311, for the process of getting your card reinstated.

#### **Can FA be combined with other offers?**

No, the FA rate cannot be used in conjunction with any other special deal or promotion.

#### **When does my FA expire?**

Your FA expires 1 year to the day after approval. This date will also be noted by a sticker on your card.

#### **When do I re-apply for FA?**

Re-application for FA is done through Fair Entry.

- It can be done up to one month prior to your Fair Entry expiry date.
- You can apply online or print an application form [www.calgary.ca/fairentry](http://www.calgary.ca/fairentry), pick up an application at any City of Calgary Aquatic and Fitness Facility, Leisure Centre or phone 311 to have one mailed to you.

#### **IF YOU ARE ON AISH:**

#### **When does my FA expire?**

Your FA expires the year you turn 65 years of age or if you move out of Calgary. AISH customers will receive an expiry sticker that will reflect this date and will not have to receive a new sticker each year. You do not need to re-apply, this will be done automatically until the year you turn 65 years old.

## Fee Assistance e-Newsletter

You are invited to subscribe to our e-newsletter. This e-newsletter will be sent out four times per year and will feature information on affordable recreation programs, free programs, events, special offers and other related services. Our e-newsletter will also include offerings from The City of Calgary's FA partner facilities/organization.

To subscribe visit [calgary.ca/fairentry/feeassistance](http://calgary.ca/fairentry/feeassistance) then click on "Sign up for the fee assistance e-newsletter".