



WELCOME TO RECREATION'S FEE ASSISTANCE PROGRAM

Please take a moment to read through the *Frequently Asked Questions*. If all of your questions are not answered, please call 311, 24 hours a day, 7 days per week. Over the phone interpretation is available in more than 140 languages. You can also go to our website Calgary.ca/fairentry/feeassistance.

Frequently Asked Questions (FAQ)

Why do I have two numbers for my Recreation Fee Assistance (FA)?

You will have two numbers; One is your SAMS ID (Fair Entry number) and the other is your Recreation Barcode. The Recreation Barcode is used to access Recreation's Fee Assistance program.

Is there a limit for FA admissions to City of Calgary Aquatics & Fitness locations and Leisure Centres?

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?

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.

Children and Youth Programs (17 years of age and under)

- **Each eligible child or youth receives up to \$250 or four programs at the FA rate with the following criteria:**
 - With any program over \$100; the initial \$100 will be taken out of the \$250 subsidy amount and the customer will pay the remaining balance.
 - If a registered program is under \$100, the customer will **pay 10%** of the program cost.

Adult Programs

- **Each eligible adult receives \$50 towards one registered program at the FA rate with the following criteria:**
 - The customer pays the total balance that is over \$50.
 - If a registered program is under \$50, the customer will **pay 10%** of the registration fee.

Examples of the FA Rates (examples only – see Program Guide for current rates)

CHILD/YOUTH (Examples)	Program Cost	FA Customer Pays	ADULT (Examples)	Program Cost	FA Customer Pays
Swim Lessons	\$45.81	\$4.58 (10%)	Belly Dance	\$41.15	\$4.11 (10%)
Day Camp	\$168.00	\$68.00	Learn to Swim	\$60.92	\$10.92

How to Register for City of Calgary Programs

- Register in-person at:
 - Customer Service Centre - 2808 Spiller Road SE
 - Southland Leisure Centre - 2000 Southland Dr SW
 - Village Square Leisure Centre - 2623 56 St NE
- Register by telephone: 403-268-3800 (option 1)

Mon to Thurs	8:30 a.m. - 7 p.m.
Friday	8:30 a.m. - 4:30 p.m.



Saturday* 9 a.m. - 3 p.m.
 *Saturday closed 12:30 p.m. – 1 p.m. for lunch

- Register Online at calgary.ca/recreation

Note: You will need your Account PIN(s) and Recreation Barcode(s) along with the course code you wish to register in. To obtain your Account PIN and Recreation Barcode information, please contact the Customer Service Centre at 403-268-3800 (option 1) or visit our website at: calgary.ca/recreation. It may take up to 72 hours to get your number.

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

Yes with the following criteria:

- Passes MUST expire prior to or at the same time as your FA subsidy.
- With the exception of the 12 month passes, which MUST expire no later than 15 days past your FA expiry date.
- For 10X and 30X passes it will be as follows:

Pass	Can be purchased at the FA rate of 75% off admission during *NOTE - If it is 10 days until subsidy expires a 10x pass can be purchased. If 8 days or less until subsidy expiry, no pass can be purchased:
10X Passes	Months 1 through 12 of subsidy year*
30X Passes	Months 1 through 11 of subsidy year

Differed/Scheduled payments will only be offered at the Leisure Centres and only on 12 month passes. All pass rules will apply (i.e. \$25.00 administration fee, two months up front). Any FA customer with an existing 10X or 30X pass can upgrade to a Build-a-Pass with no administration charge.

*NOTE – As of January 1, 2017 all passes will expire 24 months from activation.

What am I charged if I withdraw from a program?

If a FA customer wishes to withdraw from a program prior to the start date they will lose the course cost paid by the customer. If a FA customer wishes to withdraw from a program after the start date, they will lose the course cost paid by the customer along with that subsidized program.

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

You cannot use your City of Calgary Recreation card for golf admissions. You must contact 311 and request a FA Golf Card. This is due to limitations and maximums associated with golf green fees.

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

To receive the FA admission rate, you must present your CURRENT City of Calgary Recreation card to staff at the time of admission. The staff will check the FA expiry sticker to ensure it is valid and you will pay the FA rate for that facility. FA cards can only be used by the person whose name and photo appears on the front of the card. FA Partners set their own rate.

Who are the FA partner facilities/organizations?

- Bow Habitat Station: 25% discount on Discovery Centre admission
- Calgary Public Library: free library card and access to the Arts and Culture Pass
- Calgary Zoo: 75% discount on general admission (may not be applied to special events)
- Calgary Stampeders: \$24 ticket price (except on Roughrider or Labour Day Games)
- Cardel Rec South: Free 10x Family Pass and reduced rate on programs
- Fort Calgary: 75% discount on general admission
- Glenbow Museum: Reduced admission rates
- Heritage Park: 75% discount on general admission
- In-Definite Arts: 50% off the Arts Afterschool Program
- Marda Loop Communities Association: 50% off programs
- Repsol Sport Centre (formerly Talisman): 75% discount on general admission and memberships
- Sikome Lake: Complimentary daily admission
- Silver Springs Outdoor Pool: 50% discount on admissions and lessons
- Studio Bell, Home of the National Music Centre: Reduced rates on admissions



- Trico Centre for Family Wellness: 60% discount on general admissions and memberships
- Vecova: reduced rate on general admission and programs
- Vertigo Theatre: Theatre tickets (based on requests)
- VIVO for Healthier Generations: 50% discount on monthly passes
- WP Puppet Theatre: Reduced rates on programs and performances
- YMCA: reduced rate on memberships and programs

*Please note partners and rates may change without notice. Visit Calgary.ca/fairentry/feeassistance for more information.

What if I lose/forget my City of Calgary Recreation card?

You are required to present your card in order to receive the FA rate. There is a \$2.50 administration fee to reprint your first lost City of Calgary Recreation card. Any card re-print thereafter will be charged the full rate (\$10). You can have the card re-printed at any City of Calgary Aquatic and Fitness Facilities or Leisure Centre. If the card has been stolen, a police report is required and a new card will be issued free of charge.

What happens if someone else uses my City of Calgary Recreation card?

If your City of 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 to request to have your card reinstated. It will be to the Administrator's discretion as to when your card will be reinstated.

Can FA be combined with other offers?

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

Are there further subsidies for seniors?

No, FA for seniors is based on the adult admission rate. There is no additional subsidy.

When does my FA expire?

Your FA expires 1 year to the day after approval. The date will also be noted 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. Print an application from their website (www.calgary.ca/fairentry), pick up an application at any City of Calgary Aquatic and Fitness Facility, or Leisure Centre or phone the 311 to have one mailed to you. There is also now an online application option at www.calgary.ca/fairentry.

IF YOU ARE ON AISH:

When does my FA expire?

Your FA expires, on your expiry date, 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.

When do I re-apply for FA?

You do not need to re-apply. This will automatically happen 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 then click on "Signup for the fee assistance e-newsletter".

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