

# HOW TO REGISTER FOR SNOEZELLEN POOL ON ACTIVE NET

Questions? Please contact [snoezelen@hollandbloorview.ca](mailto:snoezelen@hollandbloorview.ca)

## 1. What does a correct registration look like?

Your registration information **MUST** be listed as shown below. It will have the day/date, time and the space # that your child or client is registered for.

Meets: From July 5, 2017 to August 30, 2017 Each Wednesday from 4:45pm to 5:30pm Location: Therapy pool		
Number of Bookings: 9		
<b>BOOKED: (9 Lessons)</b>		
Wed Jul 5, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
Wed Jul 12, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
Wed Jul 19, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
Wed Jul 26, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
Wed Aug 2, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
Wed Aug 9, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
Wed Aug 16, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
Wed Aug 23, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
Wed Aug 30, 2017	4:45PM 45 minutes	Relaxation 0 - 12 Space #2
nts		
		<b>Payment Type</b>
		<b>Amount</b>
Home: (416) · Work: --	Visa xxx2217, Auth# 046788 qf1SQBxg74226911	\$128.46



## 2. I registered and paid with my credit card. When I showed up for my session, I was told I wasn't registered. What happened?

If you look at the information below, you will see that the dates and times are not listed. They were not selected when you registered. This means that even though you paid, there is no record of your child or client in the session.

Description	Item	Unit	Qty	Fee	Charge
Snoezelen Pool - Adult Comb - Tues 10:45 - 11:30 #11238 Action: <a href="#">Enroll</a> <a href="#">Book Lessons</a> Enrollment Effective Date: Feb 6, 2020	Snoezelen Program	Per Lesson	4.00	\$12.97	\$51.88
Meets: From January 7, 2020 to March 3, 2020 Each Tuesday from 10:45am to 11:30am Location: Therapy pool Checklist: <input checked="" type="checkbox"/> Snoezelen Pool rules and policy					
Number of Bookings: 4					
<b>BOOKED: (4 Lessons)</b>					
(Date/Time TBD)	45 minutes	Adult Combination	Space #1		
(Date/Time TBD)	45 minutes	Adult Combination	Space #1		
(Date/Time TBD)	45 minutes	Adult Combination	Space #1		
(Date/Time TBD)	45 minutes	Adult Combination	Space #1		
				Subtotal	\$51.88
				HST	\$6.74
				Processing Fee	\$2.22
				Total Charges	\$60.84
				Total Payments	\$60.84
				Balance	\$0



**3. I registered but didn't use my credit card. When I showed up for my session, I was told I wasn't registered. What happened?**

You have what is called a NON-MONETARY receipt. Both payment and the sessions must be processed in order to secure a spot.

Holland Bloorview Aquatic Centre - Online  
 150 Kilgour Road  
 Toronto, ON M4G 1R8  
 Phone: (416) 425-6220x3539  
 FAX: --  
 Email: swimregistration@hollandbloorview.ca

[Print](#) [Send Email](#)

Non-Monetary Receipt #3013507.001  
 Jan 12, 2020 4:00 PM

The Aquatic Centre at

# Holland Bloorview

## Kids Rehabilitation Hospital

Prepared By: Internet User

▼ Transactions

Customer	Description	Item	Unit	Qty	Fee	Charge
	Snoezelen Pool - Relaxation 0-13 yrs Sun 4:00 #11242 Action: <a href="#">Enroll</a> <a href="#">Book Lessons</a> Enrollment Effective Date: Jan 12, 2020  Meets: From January 5, 2020 to March 8, 2020 Each Sunday from 4pm to 4:45pm Except the following dates: Sunday, February 16, 2020 Location: Therapy pool Checklist: <input checked="" type="checkbox"/> Snoezelen Pool rules and policy					



**POLICY REVIEW:**

1. **General Refunds** - the program fee will be refunded (less a \$20.00 processing fee per child), when the Aquatic Manager is notified in writing no later than one week before the session, a refund will be given (less the processing fee) from the point at which the spot is filled. This may or may not be possible.
2. **Refunds for Medical Reasons** - requests for a refund will be considered when the swimmer will miss 4 or more classes due to the illness/injury and you need to be notified in writing. The program fee will be credited to your account (less a \$20.00 processing fee per child), from the point at which the Aquatic Manager is notified in writing. Request for a refund must be received at least 10 business days before the start of the program.
3. **Class Cancellations** - all classes are subject to cancellation if registration is insufficient. You would be notified in this event and no charge would apply.
4. **Make-Up Classes** - missed classes cannot be made up for any reason. In the event of a pool closure, a dry land lesson will be provided. If this is not possible, a refund will be given.
5. **Changing Classes After Registration** - after registration, there is a \$10.00 fee to change the day/time you have registered for.
6. **Children 10 years and under must be directly accompanied at all times while at the facility.**
7. There is a **BATHING CAP POLICY** in effect at our pool. All swimmers whose hair is longer than shoulder length must wear a bathing cap in the pool. Ponytails are not allowed. Swim School students bring their own bathing cap. They may also be purchased through the pool office.
8. **Parking:** there is metered parking in front of Holland Bloorview. On-site parking \$2.00 per half hour, or you can park at the Pay & Display spots just beyond our pool.
9. **No diapers in the pool please.** A pool pant - Gabbys, Kushies, Little Swimmers, etc.- under a bathing suit - bathing suit acts as a second layer of protection - in the pool.
10. There is no viewing area offered for programs running in our therapy pool.

**Swimming Lessons** - should your swimmer not be able to perform the skills necessary for the level in which they are registered, Holland Bloorview Aquatic Centre will refund the class cost less the cost of any classes attended after the 10th day of the program.

**Notice of Collection**  
 The personal information you give us on this form helps us provide you with services at Holland Bloorview. We collect, use and share this information under the authority of the Privacy Act. If you have any questions or concerns, please contact the privacy office at 416-425-6220 ext. 3467 or [privacy@hollandbloorview.ca](mailto:privacy@hollandbloorview.ca).

# HOW TO REGISTER FOR SESSIONS

**STEP #1.** Log into your account. Click on **Register for activities**

**Account Options for Lorraine Thomas**

- **Account Activity**
  - [Show Your Daily Schedules](#)
  - [Show and Manage your Wish List](#)
  - [List Account Credits](#)
  - [Print Child Program Receipts](#)
  - [Print Adult Program Receipts](#)
- **Other Services** (circled in red)
  - [Register for Activities](#)
  - [View Your Shopping Cart](#)
  - [Logoff](#)
- **Personal Information includes**
  - [Change Your Password](#)
  - [Change Account Address or Personal Information](#)
  - [Change Information about Family/Friends](#)
- **Account Payments include**
  - [Pay on Account](#)
  - [List of Account Payments](#)
  - [View Account Payment Details](#)

**STEP #2.** Find the activity you want - for example, Snoezelen Pool Relaxation, 0- 12, Wednesdays. Click on it.

Filter Search By:   Sort By:

Displaying: 1-5 of 5

Geographic Area	Activity Name	Activity Number	First Meeting or Date Description	Location	Open	Action
<input type="button" value="In progress/future"/>	Snoezelen Pool - Relaxation 0-12 Wed 4:45 ⓘ	7235	From July 5, 2017 to August 30, 2017 Each Wednesday from 4:45pm to 5:30pm	Therapy pool	51	<input type="button" value="Add to Cart"/>
<input type="button" value="Days of the Week: Su Mo Tu We Th Fr Sa"/>	Snoezelen Pool - Thursdays Adult Combination 12:00 ⓘ	7238	From July 6, 2017 to August 31, 2017 Each Thursday from Noon to 12:45pm	Therapy pool	24	<input type="button" value="Add to Cart"/>
<input type="button" value="Starting Date: From To"/>	Snoezelen Pool Relaxation 13-19 Wed 5:30 ⓘ	7239	From July 5, 2017 to August 30, 2017 Each Wednesday from 5:30pm to 6:15pm	Therapy pool	50	<input type="button" value="Add to Cart"/>
<input type="button" value="Starting Time: From To"/>	Snoezelen Pool Tuesdays Adult Combination 12:00 ⓘ	7240	From July 4, 2017 to August 29, 2017 Each Tuesday from Noon to 12:45pm	Therapy pool		<input type="button" value="Add to Cart"/>
<input type="button" value="Activity Category: All"/>	Snoezelen Pool- Children 0-12 Comb Tues 10:30 ⓘ	7241	From July 4, 2017 to August 29, 2017 Each Tuesday from 10:30am to 11:15am	n/a	50	<input type="button" value="Add to Cart"/>

Page 1 of 1 < Prev 1 Next >  results per page

### STEP #3. Click “Add to my cart”

**Holland Bloorview**  
Kids Rehabilitation Hospital

Start Activities My Cart

## Activity Detail

**Snoezelen Pool - Relaxation 0-12 Wed 4:45** **Add to my Cart** + Add to Wish List  
✉ Email a Friend

**Meeting Dates** From July 5, 2017 to August 30, 2017  
Each Wednesday from 4:45pm to 5:30pm  
*This activity has already started.*

**Location** Therapy pool

**Price** Standard charge: \$12.24

**Status** 51 openings remaining

**Ages** Less than 12y 11m

**Gender** Coed

[More Details](#)

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**Description**  
Relaxation sessions are quieter and more relaxed. They are appropriate for clients who may have higher medical needs, cannot tolerate splashing, sensitivity to noise, sensory avoidance, limited independent mobility, etc. Max. 6 children in the pool at one time. Each child must have a 1:1 with them in the pool.

**STEP #4.** You will be asked to select a family member – in this case, your child or dependent. If you are selecting the Snoezelen pool group option, only one name will be needed. Click on “Continue”

Start Activities My Cart

**ACTIVE**  
network

## Participant Information

Please choose a participant. If you need to modify your personal or family member information, click **My Account**

▼ **Snoezelen Pool Tuesdays Adult Combination 12:00, begins Tue, Jul 4 12pm**

Select a Family Member from the list below.  
If the name of the participant does not appear in the list, click [Add Family Member](#)

Participant

Comments/Requests for Staff

When you are finished, click **Continue**

To cancel this transaction, click **Cancel**

**STEP # 5.** Now you need to select the **day and spaces** so that you can see what is available to book.

- Use the mouse to select ALL the spaces i.e. Space #1 , Space #2, Space #3, etc. and move it over to **“Selected”**
- Click on the day that the session is running. In this case, it is **“Wednesday”**.
- Click **“search”**

Start Activities My Cart

### Private Lessons Booking for -- Snoezelen Pool - Relaxation 0-12 Wed 4:45 #7235

\*Test Warning\*

▼ Number of Bookings  
Number of Bookings: 0

▶ Pre-book Private Lessons

▼ Availability Search

Select all instructors to search for

Available	Selected
Relaxation 0 - 12 Space #1	
Relaxation 0 - 12 Space #2	
Relaxation 0 - 12 Space #3	
Relaxation 0 - 12 Space #4	
Relaxation 0 - 12 Space #5	
Relaxation 0 - 12 Space #6	

Show only availability at  
All Centers

Select dates and times to search for

1st Date Aug 21, 2017 Monday

Last Date Aug 30, 2017 Wednesday

or Next  Months

Time Range 4:45 PM to 5:30 PM

Days of Week	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Show as unavailable if facilities are not available?

Click **Search** to begin search

All the spaces have been moved over. You have selected the day.

Select all instructors to search for

Available	Selected
Relaxation 0 - 12 Space #1	
Relaxation 0 - 12 Space #2	
Relaxation 0 - 12 Space #3	
Relaxation 0 - 12 Space #4	
Relaxation 0 - 12 Space #5	
Relaxation 0 - 12 Space #6	

Show only availability at  
All Centers

Select dates and times to search for

1st Date Aug 21, 2017 Monday

Last Date Aug 30, 2017 Wednesday

or Next  Months

Time Range 4:45 PM to 5:30 PM

Days of Week	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Show as unavailable if facilities are not available?

Click **Search** to begin search

Select Sort Order for Grid By Date

**Add to List** **Cancel**

**STEP #6.** All the available dates are now listed. A "x" means that space is already taken.

- You can pick one date or select as many as you want.
- Click on **"Add to list"**

Select all instructors to search for

Available: >> Selected: Relaxation 0 - 12 Space #1, Relaxation 0 - 12 Space #2, Relaxation 0 - 12 Space #3, Relaxation 0 - 12 Space #4, Relaxation 0 - 12 Space #5, Relaxation 0 - 12 Space #6

Show only availability at: All Centers

Select dates and times to search for

1st Date: Aug 21, 2017 (Monday)  
 Last Date: Aug 30, 2017 (Wednesday)  
 or Next: Months  
 Time Range: 4:45 PM to 5:30 PM

Days of Week: Sun, Mon, Tue, Wed (checked), Thu, Fri, Sat

Show as unavailable if facilities are not available?

Click **Search** to begin search

Select Sort Order for Grid: By Date

**Add to List** **Cancel**

Lesson Dates	Instructor Name	4:45 PM
Wed, Aug 23, 2017	Relaxation 0 - 12 Space #1	X
	Relaxation 0 - 12 Space #2	X
	Relaxation 0 - 12 Space #3	<input type="checkbox"/>
	Relaxation 0 - 12 Space #4	<input type="checkbox"/>
	Relaxation 0 - 12 Space #5	X
Wed, Aug 30, 2017	Relaxation 0 - 12 Space #5	<input type="checkbox"/>
	Relaxation 0 - 12 Space #1	X
	Relaxation 0 - 12 Space #2	X
	Relaxation 0 - 12 Space #3	<input type="checkbox"/>
	Relaxation 0 - 12 Space #4	<input type="checkbox"/>
	Relaxation 0 - 12 Space #5	X
Relaxation 0 - 12 Space #6	<input type="checkbox"/>	

**Add to List** **Cancel**

**STEP #7.** It will now list all the dates that you selected. In this example, only one date was selected. Click **'Continue'**

Relaxation 0 - 12 Space #3, Relaxation 0 - 12 Space #4, Relaxation 0 - 12 Space #5, Relaxation 0 - 12 Space #6

Show only availability at: All Centers

Time Range: 4:45 PM to 5:30 PM

Days of Week: Sun, Mon, Tue, Wed (checked), Thu, Fri, Sat

Show as unavailable if facilities are not available?

Click **Search** to begin search

▼ Lessons for 1 of 1 lessons booked

Select Sort Order for Grid: By Date

Individual Lessons

Select all / Deselect all

Remove	Date	Start Time	Duration	Instructor	Facility
<input type="checkbox"/>	Wed, Aug 30, 2017	4:45 PM	45 minutes	Relaxation 0 - 12 Space #3	-

When you are finished, click **Continue**

**STEP #8.** It will now ask you for information about your child or client. Fill out and click on "Continue"

Questions for Snoezelen Pool - Relaxation 0-12 Wed 4:45 ( - required field)

Are there any behavioural or medical concerns we should be aware of (for example, aggression)?\*

What is your child/client's disability? \*

Does your child/client have a trach?\*

Does your child/client have a seizure disorder?\*

Do you wish to register a sibling who DOES NOT have a disability?\*

Fees / Discounts

Enter coupon code

Include?	Description	Quantity	Unit Fee	Total Price
<input checked="" type="checkbox"/>	Snoezelen Program	1	\$12.24	\$12.24
Sub-Total Per Participant:				12.24
Quantity:				1
Sub-Total:				12.24
Total:				12.24

When you are finished, click

**STEP #9.** Confirm the order and go to "Proceed to checkout" You will be asked for your credit card number so that the registration can be finalized. Once you are done, you can print the receipt.

Holland Bloorview  
Kids Rehabilitation Hospital

Start Activities

Shopping Cart

1 review items    2 review waivers    3 payment details

Description	Amount
▶ Snoezelen Pool - Relaxation 0-12 Wed 4:45 - 7235 ( Edit or Remove current participant, Add Another Participant)	\$12.24
	\$12.24
Taxes:	\$1.59
Processing Fee:	\$2.00
Total Charges:	\$15.83
<b>Due Now:</b>	<b>\$15.83</b>