

**Active Kids Online Drop-in Policies****Registration**

- Registration for Gymnastics Drop-In is now **online-only**.
- Cash payment at the Active Kids Gym will no longer be accepted.
- Registration opens 1 week before the drop-in session on our [Online Calendar](#).
- Registration will require a registration account. [Click here to create your account](#).
 - Registration must be completed under the name of the *participant* (not parent/guardian)

	Start Time	End Time	Registration Opens	Registration Closes
Family Drop-In	11:00 AM	12:00 PM	1 week before session	11:15 AM on day of session*
	7:15 PM	8:15 PM	1 week before session	7:45 PM on day of session
Adult-Drop In	8:00 PM	10:00 PM	1 week before session	9:15 PM on day of session

Sign-In

1. When you arrive, please immediately check-in with the coaches by presenting your **registration confirmation** (electronic or printed) so they may confirm your online registration is complete- failure to produce your registration confirmation may result in denied entry.
2. Finish the sign-in process by completing the sign-in waiver the coaches will provide. This is a required step and for children under 18 years, the parent or legal guardian must complete this step (or, the parent/guardian may complete and print [this form](#) for the child to bring in).
- ***For 11:00am drop-in, if a participant registers and does not show up by 11:15am, their spot will be forfeited (without refund). In this case a walk-in will be accepted at the registration office no later than 11:30am.**

Refund/Withdrawal/Transfer Policy

Registration for drop-in sessions is non-refundable and non-transferable.

Redeeming Discontinued Paper Drop-In Passes

For clients that still have a paper one-time drop-in pass or punch pass, the registration office will issue credit to your account for the amount equivalent to your 1-time pass or remaining 'punches' on your punch pass. (Example: a client with 3 'punches' remaining on their pass will be issued credit equivalent to 3 drop-in sessions). This credit can then be used to register online for drop-in sessions.

***Deadline to Request Credit: Friday, June 21st at 11:00am**

Option 1: In-Person

1. Bring your physical drop-in pass to the registration office at the UBC Osborne Centre.
2. The office staff will then help issue credit to your registration account.

Option 2: Email

1. Take a picture of your drop-in pass and email it to the registration office at kin.outreach@ubc.ca
2. Include the name of the registration account that you wish the credit to be added to.
 - If you have multiple children, please make sure that you have a family account to ensure that your credit can be applied to any member.
3. An email confirmation will be sent to you once credit has been added to your account.
4. Once credit has been added to your account, please dispose of your drop-in pass.