



ActiveWestVanRec FAQ

🔗 ACCOUNT AND LOGIN

How do I create a customer account?

You must be at least 13 years old and have a valid email address to create an account.

1. Click [Create an Account](#) (top right).
2. Complete required fields (*).
3. Submit once; you will receive a confirmation email.

If you are registering a child for an activity, please create your own account and not an account for your child.

How many accounts should each family have?

One primary account per family. Once the primary account is created, you can add family members and register them in activities by clicking [Create Account](#) and [Add Family Member](#).

How can I view my family's upcoming activity schedule?

1. Sign in > [My Account](#) > [Family Member Schedules](#).
2. Set date range and layout (weekly/monthly).
3. Select family members and schedule details to view.

If you don't see the [Schedule Criteria](#) options, click the green arrow beside [Family Member Schedule Criteria](#) to expand the window. Click the name you want to view and use the arrow button to move the name to [Selected Family Members](#).

Select the schedule you want to view in [Available Schedule Details](#). Click the arrow button to move the name to [Selected Scheduled Details](#).

How do I change or update my account information?

Log in to manage personal information, add/edit family members, or change your password.

How do I reset my password?

Click [Sign In](#) (top right) or [Sign in/Up](#) (centre of homepage), then [Forgot your password?](#). Follow the instructions to reset your password.

What if I get an "invalid login name or password" error?

Check that your email is correct. If the password is invalid, reset it using [Forgot your password?](#). Contact us for assistance if the problem persists. Do not create a new account.

REGISTRATION AND ACTIVITIES

Can I view activities without registering?

Yes. Use [Search Activities](#) and browse without selecting [Enroll Now](#). Click on an activity name or 'i' symbol found to the right of the activity name to see detailed program information.

How do I register for an activity?

Sign in and click [Search Activities](#). Use filters for age, location, date, or type.

1. Select the activity, click [Enroll Now](#), and choose the participant.
2. Add to cart, review waivers, and [Check Out](#).
3. Complete payment (Visa, Mastercard, Amex).
4. Receipts appear on-screen after payment.

What if an activity is full?

Join the waitlist (where available) by clicking the activity name, then [+Waiting List](#). Staff will contact you by phone or email if a spot opens. Placement is not guaranteed.

What is the difference between Save for Later and Waitlists?

[Save for Later](#): Save activities before registration opens by clicking the heart icon; enroll later.

[Waitlist](#): Join when an activity is full; staff contacts you if space becomes available.

PAYMENTS, RECEIPTS, AND REFUNDS

What happens if I have an outstanding balance or credit?

Balances must be paid to complete registration. This can be done online, over the phone, in person at the front desk, or as part of the payment process during online registration. Apply credits to transactions if available.

Where can I get copies of my receipts?

Log in > [My Account](#) > [Transactions and Withdrawals](#) > select receipts.

What is West Vancouver's refund policy?

Visit westvancouver.ca/registrationandrefunds for details.

For more information and enquires:

Email activewestvanrec@westvancouver.ca

Call **604-925-7270**