

Registering Online for Drop-in Programs with a Personal Assistant for Leisure (PAL) Activities Card

What is a PAL Card?

A PAL card is available to people with a disability who require assistance: to attend City of Guelph recreation programs or to ride Guelph Transit conventional and mobility services. The PAL card is issued to the person with the disability and allows him or her to be accompanied by a friend, relative, support worker, etc., as their support person who participates as an attendant at no additional cost. A support person can be a different person each time.

How to identify if a PAL Card has been added to your Family Account

1. Login to your account through recenroll.ca
2. Under the **Client List**, select the PAL record with your last name
3. A green membership tile with the title Personal Assistant for Leisure Activities Access will be visible

If you do not see a client record with the first name of **PAL**, or there is no green membership tile, please contact community@guelph.ca.

How to register for a drop-in program online using a PAL Card

1. Login to your client account through recenroll.ca





2. Select the **programs** tab
3. Find the drop-in program you want to register for. If it is open for registration select **Enroll**
4. At the client booking screen, select:
 - a. The PAL Card holder – the person to whom the card was issued
 - b. The PAL – a placeholder for the person providing assistance
 - c. Any other people registering for the program
5. At the fee selection screen:
 - a. Card Holder – select standard age-based fee (or membership)
 - b. PAL Client – select **Personal Assistant for Leisure Activities Access Free**
 - c. Any other people – select the standard age-based fee (or membership)
6. At Payment Screen:
 - a. Select method of payment
 - b. Place order

