

# Waitlist Management Policy

## Purpose

The Town of Grimsby utilizes an automated waitlist system to manage program demand in a fair, transparent, and timely manner. This policy outlines the procedures and responsibilities associated with program waitlists.

## Joining a Waitlist

Participants may add themselves or a family member to a waitlist through the Town's online registration portal. By joining a waitlist, the participant acknowledges and agrees to the terms outlined in this policy. Participants are responsible for ensuring that their email address on file is accurate and monitored regularly.

## Notification of Available Space

When a space becomes available, an automated email notification will be sent to the participant and the participant will be provided the opportunity to register online. The registration opportunity is valid for 24 hours from the time the notification is sent.

## 24-Hour Registration Window

If the participant does not complete registration within the 24-hour period, the invitation will expire automatically, the participant will be removed from the waitlist, and the participant will no longer be eligible to register for that available space. The Town will immediately offer the space to the next individual on the waitlist. When a waitlist invitation expires after 24 hours, it does not impact standing on other waitlists. Once removed due to expiry, the participant cannot register for that space through the waitlist. There are no extensions or reinstatements once the 24-hour period has expired.

## Enrollment in Similar Programs

If a participant joins multiple waitlists for programs occurring during the same session or timeframe (for example, registering a child on three separate camp waitlists for July 7–11), upon successful registration in one of those programs the participant will be automatically removed from other waitlists for similar programs occurring during the same session. This ensures equitable access and prevents duplicate space holding. Once removed due to successful enrollment in a similar program, the participant is no longer eligible to register from those other waitlists.

## Managing Your Waitlist Status

Participants may view their current position on a waitlist through the online registration portal and remove themselves or a family member from a waitlist at any time. The Town does not manually hold or override waitlist positions outside of the automated system.

## General Provisions

Waitlist offers are sent via email only. Failure to receive or review an email notification does not extend the 24-hour registration window. The Town reserves the right to manage and administer waitlists in accordance with operational requirements and fairness principles.