

## FREQUENTLY ASKED QUESTIONS (FAQs) Extended Care and Extracurricular Programs

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### 1) I have an account with Discovery Day Camp. Can I use that account to log in and register for Extended Care and Extracurricular programs?

While we are using the same software Discovery Day Camp and the TMS Extended Care and Extracurricular programs are separate, so creating a new account will be required.

### 2) I have started my registration but it will not allow me to proceed to pay. What's happening?

This means there could be a form or a selection that has not been completed that is mandatory. Please go back and check Step 3 in the registration process and make sure the word 'COMPLETED' appears by each form (illustrated in the picture below):

Registration for TMS Extended Care 2022-2023  
Step 3/6: Fill out Forms [Return Home](#)

**Fill out forms:**  
Forms marked with an asterisk(\*) are mandatory.

**Household Form \*** COMPLETED  
[Open form](#)

**Forms for Test 2**

**Extended Care Waiver \*** COMPLETED  
[Open form](#)

**Your Cart**

**Test 2 Test**  
TMS Extended Care 2022-2023  
TMS Extended Care 2022-2023

▪ Grade 5	
▪ Grades 1-6 MORNING Extended Care 7:15-8:00am	1,000.00
▪ Grades 1-6 AFTERNOON Extended Care 4:00-6:00pm	2,700.00
▪ 118	

Subtotal: 3,700.00  
Taxes: 0.00  
**Total cost: 3,700.00**

[Add/remove people](#) [Add/remove sessions](#)

**3) How will my child get from their class to extended care or the extracurricular activity they are registered for?**

Your child's homeroom teacher will ensure they are taken to the correct activity at 4:00 PM. At 5:00 PM, extra-curricular staff take any students signed up for the extended care program until 6:00 PM to their designated room.

**4) Can I see what I have registered for?**

Yes! You can log back into the registration site at any time and review your registration. Click here for a short video on [locating a copy of registrations or a receipt for payment](#).

**5) I do not have a receipt for my payment. Where can I find it?**

You can log back into the registration site at any time and print a receipt for your registration. Click here for a short video on [locating a copy of registrations or a receipt for payment](#).

**6) I have tried to pay with my credit card but the website won't accept it. What's happening?**

There are a couple of reasons this could be happening so please check the following:

- a) Check the type of card you are using. Our merchant only accepts Visa or Master Card.
- b) Double check that you have entered your card number and expiry dates correctly.
- c) Ensure that the credit card has not been issued from outside of North America.

**If you have checked through this list and your credit card still is not able to be processed, please contact Blaine Seamone at [bseamone@tmsschool.ca](mailto:bseamone@tmsschool.ca) or 905-889-6882 Ext 2237.**