

Upcoming Changes to Online Registration System

(Penticton, BC – October 9, 2018) – The City of Penticton is working to implement a new recreation software and online registration system to replace the current Class/e-Reg system. Class is the platform used to register for recreation programs, purchasing memberships and field and facility bookings. The new system, called PerfectMind, is expected to launch in March 2019 and will alleviate many of the concerns that both clients and staff have recently experienced with Class.

In the meantime, VISA is making improvements to its procedures that require software to send additional security information with each “card-not-present” transaction. These changes cannot be accommodated by Class.

As a result, effective October 14, 2018, the Recreation Department will no longer be able to accept VISA by phone or through the e-Reg online registration system for course registration, field and facility bookings, and membership payments. MasterCard and American Express can still be accepted online and by phone at this time. Clients may still use VISA in person at the Penticton Community Centre.

“The City recognizes the inconvenience this causes and appreciates patience and understanding as a better customer service solution is developed and implemented”, said Recreation Business Supervisor, Kelsey Johnson. “We look forward to providing our community with an up-to-date and user friendly recreation software in the coming months”.

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