

Automated Waitlist Invitations

Information for Residents

On February 19, 2026, the City of Regina introduced an automated waitlist invitation system for recreation programs. This new feature will help fill available spots more quickly and make the process easier and more convenient for customers.

How the Automated Waitlist Invitations Work

If you are on a waitlist and a space becomes available, you will automatically receive an email notification from CityOfRegina@active.com. The email will include a “Register Now” button and will clearly show the date and time your invitation expires.

Invitations are sent in the order customers joined the waitlist. You will have 24 hours from the time the invitation is sent to respond.

If you do not respond within 24 hours, the spot will be offered to the next person on the waitlist and you will be removed from the waitlist for that specific activity.

If you accept the invitation and register, you will be removed from all waitlists for the same class level or activity (e.g. if you are waitlisted for four Swimmer 3 classes and accept one, you will be removed from the other three waitlists). You may rejoin a waitlist if needed but will be placed at the bottom of the list.

Completing Your Registration

After receiving an invitation, you will be prompted to log in online to complete registration or you can call the PlayLine at 306-777-PLAY (7529) for assistance.

If You No Longer Want the Spot

If you no longer wish to register for the spot you've been offered, you can remove yourself directly using the “**Remove yourself from the waitlist**” option in the email.

You can also remove yourself from a waitlist using the “remove from waitlist” button in your Recreation Online account under the Transaction and Payment History screen.

If you do nothing, you will automatically be removed from that activity’s waitlist once the 24-hour window closes. Removing yourself from one activity does not affect other waitlists.

What You Need to Do

To ensure you don’t miss an opportunity:

- Make sure your email address in your Recreation Online account is up to date.
- Check your inbox (and junk/spam folder) regularly if you are on a waitlist.
- The email will be sent from CityofRegina@active.com.
- Respond promptly when you receive an invitation.

This automated process helps ensure available spaces are filled quickly and easily.

If you have any questions, please contact the PlayLine at 306-777-PLAY(7529).

Frequently Asked Questions (FAQ)

1. What is changing with recreation program waitlists?

Beginning February 19, 2026, the City of Regina will use an automated waitlist invitation system. When a spot becomes available, customers on the waitlist will automatically receive an email invitation to register.

2. How will I know if a spot becomes available?

If you are next on the waitlist and a space opens, you will receive an email from CityofRegina@active.com. The email will include a “Register Now” button and show the expiration date and time.

3. How long do I have to accept a spot?

You will have 24 hours to complete your registration. If you do not respond, the spot is offered to the next person and you are removed from the waitlist for that activity.

4. In what order are invitations sent?

Invitations are sent in the order customer join the the waitlist order: first-come, first-served.

5. How do I complete registration after receiving an invitation?

You can register online using the “Register Now” link in the email or call the PlayLine at 306-777-PLAY (7529) for assistance.

6. What happens if I accept an invitation?

If you accept an invitation, you will be removed from all waitlists for the same class level or activity. You may rejoin waitlists but will be placed at the bottom of the list.

7. What if I no longer want the spot?

You have options:

- Select “Remove yourself from the waitlist” in the invitation email to decline the spot.
- Use the new “remove from waitlist” button in your Recreation Online account (found under *Transaction and Payment History*).
- If you do nothing, you will automatically be removed from that activity’s waitlist after 24 hours.

Note: Removing yourself from the waitlist of one activity does not remove you from other waitlists.

8. Will I stay on other waitlists if I decline one invitation?

Yes. Declining one invitation affects only that specific activity.

9. What should I do to make sure I don’t miss an invitation?

Ensure your email is up to date, check your inbox and junk folder regularly and watch for messages from CityofRegina@active.com.

10. Why is the City making this change?

This automated process fills openings quickly, reduces delays, ensures fairness and makes registering easier for customers.

11. Can I extend the 24-hour deadline?

No. The 24-hour window is automatic and cannot be extended.

12. What if I am away or on vacation?

If you are on a waitlist, it is important to monitor your email regularly. The system will not pause invitations. If you miss the window, you may rejoin the waitlist at the bottom.

13. Can I receive a phone call instead of an email?

No. Invitations are sent by email only. If you prefer assistance completing registration, you can call the PlayLine once you receive your invitation.