

Our programming is created with **YOU** in mind. Please help us continue in our offerings by adhering to timely guidelines and make sure you sign up where necessary -- don't just walk in! All participants are asked to register for programs at your respective sites, in the registration books. We also need **YOU** to sign in the daily participant log or swipe your My Senior Center card for record keeping and funding purposes.

DON'T LET A GOOD PROGRAM FADE AWAY!

Nothing ruins a good program quicker than waiting until the last minute to register for it. At some point a decision must be made on whether to cancel the program due to lack of enrollment. Registering at the last minute July mean that the program has already been cancelled due to lack of registrants.

MARK your calendar

Remember to mark your calendar before you phone or mail your registration. It is the registrant's responsibility to be present on class date (s) and time (s). Once registered, no further communication will be received unless the program site, time or date is not printed, is changed, incorrect, or the class is filled or cancelled.

Speakers Bureau

The Wood County Committee on Aging staff is available to speak about the agency's programs, facilities and services for your group.

Waivers

Participants registering for any programs involving physical activity, and trips/tours must read and sign a waiver of liability. Participation will not be permitted until these documents are completed.

Photography Disclaimer

The Wood County Committee on Aging uses pictures of participants in its programs and special events to inform others of these opportunities. We do not use any identification in our materials if it is requested. If you do not want your picture taken, please tell our photographer.

Disclaimer The opinions expressed by class instructors and presenters are their own and do not necessary reflect the views of WCCOA or any sponsoring organizations.

Cancellation and Refund Procedure

Event Registration — Registration must be no later than three (3) business days prior to event and payment must be received **before** the event. This applies to all events unless an event has a specified registration date.

Event Cancellations — Wood County Committee on Aging reserves the right to cancel an event due to lack of registrations, inclement weather, or any situation or condition that could impact the health and safety of participants. Participants will be notified of any cancellation at least one hour prior to the event.

Refund Procedure—Within three (3) business days of the event date, cancellations should be called in to WCCOA. Please allow four (4) weeks for refund processing. Refunds will be made according to the qualifications listed below.

A full refund of the event fee will be made only if:

- Registration is received after the event has reached maximum capacity or after the registration deadline.
- The event is cancelled due to lack of registrations or any situation or condition that could impact the health and safety of participants.

A full refund will be given if:

- Notification of a cancellation is received from the individual **prior** to the registration deadline.
- Notification of a medical or emergency situation at least 24 hours in advance.

A refund will not be given if:

- Notification of a cancellation is received from the individual **after** the registration deadline.
- An individual does not attend the event.
- If the event tickets are non-refundable.

Just a reminder - we are always interested in your opinion -- please call us with your program ideas! We need YOU to be involved, so tell us what interests you.