

Program Cancellations

SRSNLC attempts to hold programs whenever possible. However, inclement weather occasionally makes it difficult for staff and participants to travel to program locations. SRSNLC cancellation policies are as follows:

1. SRSNLC staff look at all circumstances **one hour** prior to the starting time of the program or transportation route to determine if it should be cancelled.
2. If the program is cancelled, program staff attempt to reach all participants by phone to inform them of the cancellation. **You will only be called if the program is cancelled.**
3. SRSNLC attempts to extend programs to make up any missed dates.
4. SRSNLC sends out a letter informing all participants whether the program has been extended.

Cancellation by Registrants

A 20% cancellation charge and or programming expenses will be assessed for all refund requests made before the first meeting date of the program. No refund is given once the first class has met unless a doctor's request is presented to SRSNLC, which will then allow a prorated refund.

SRSNLC Resident & Non-Resident Policy

RESIDENT

1. Includes those residing in Lindenhurst, Round Lake, Waukegan, and Zion Park Districts.
2. Registrants from any of the above listed Park Districts qualify for a resident rate and are welcome to register through their home district.

Residents of SRSNLC include those in the Round Lake, Lindenhurst, Waukegan, and Zion Park Districts. Non-Residents residing in communities having active park districts or recreation departments will pay an additional 50% fee for all programs. Call the local SRSNLC office to see if this affects you.

LATE PICK UP FEE:

Staff will be required to charge parents/guardians if they are late picking up a participant. One warning will be issued then \$10.00 for every 15 minutes late will be fined.

Transportation

SRSNLC has implemented these transportation procedures to ensure participants ride safely in our vehicles:

1. All passengers must be sitting in seats or wheelchairs with belts securely fastened. The driver will not proceed until all seat belts are fastened.
2. All wheelchairs must have brakes that are in good working order and can stop the chair from moving.
3. The SRSNLC drivers will assist participants to and from their homes, but driveways and walks must be clear of debris and obstacles.
4. SRSNLC staff are responsible for determining whether or not a participant can be transported safely. If it is determined that it would be dangerous to transport a participant, the driver may refuse to transport that participant.
5. Participants riding in Amigo-type wheelchairs must transfer into a van seat and must use a seat belt.
6. Participants unable to be in a house alone should have someone meet the van at the designated time of return. SRSNLC cannot wait more than 10 minutes due to the demanding van schedule.
7. SRSNLC reserves the right to refuse to transport participants. Please realize that these policies have been developed to ensure the safety of everyone riding SRSNLC vehicles. Your cooperation is greatly appreciated.
8. SRSNLC transports in-district participants only.
9. Late registrants may not have transportation during the first week of programs due to routing changes. Participants are notified if a problem occurs.

Trip Policies

Refund Policy: *No refunds are given unless . . .*

1. The trip is cancelled by the park district.
2. The person desiring a refund finds a replacement.
3. The district has a waiting list for the trip.

Pick-up/Drop Off:

Departure times are set and abided by. If changes occur, participants are notified by phone. Return times may vary because of traffic and/or weather conditions. However, all is done to return on time.

Registration Deadline:

Deadlines listed must be adhered to. If there are not the required minimum participants by the date listed, the trip must be cancelled due to reservation requirements. Full refunds will be given.