

## ***Drop-In Cancellation Policy***

In an effort to maximize community access to Town of East Gwillimbury drop-in programs, participants who do not attend their registered space in a drop-in program on a reoccurring basis will now face a penalty.

Participants who do not attend their drop-in program three times within a two-month period without cancelling in advance will have their account suspended for two weeks. During the suspension period, the participant's registration(s) in any drop-in programs will be cancelled and the program fee(s) (if any) will be credited to their account. The participant will also not be able to register for any additional drop-in programs during this two-week period. Any other members on their family account will not be affected if they attended their drop-ins as scheduled. This policy will apply to all Fall 2021 drop-in programs.

In order to cancel registration in a drop-in program, participants must email Recreation Services at [leisure1@eastgwillimbury.ca](mailto:leisure1@eastgwillimbury.ca) up to two hours prior to their drop-in start time so the Town can attempt to accommodate another participant in their place.

If you have contacted us by email prior to two hours before the program start time, you will not be penalized for your absence, and this will not count as one of your three no shows as per the Town's policy. If, however, you email [leisure1@eastgwillimbury.ca](mailto:leisure1@eastgwillimbury.ca) less than two hours before the drop-in start time, or if you fail to notify us at all, this will count as an absence as per the Town's Drop-In Cancellation Policy as stated above.

Thank you in advance for your cooperation as we aim to ensure an enjoyable and equitable recreation experience for all participants.