

# **NEW HORIZONS**

We build strong kids, strong families, strong communities.

## Event Rules and Other Important Information

1. Participants must sign-up a minimum of 24 hours in advance, however, most events require participants to sign-up up to 2 weeks in advance. Please contact New Horizons staff as soon as possible to sign-up.
2. Any reservations made by email, phone or in-person must receive a confirmation call or email in order for it to be **confirmed**. If you do not receive a confirmation call or email by New Horizons staff, your reservation is **not confirmed** and may not be honored.
3. Participant cancellations must be made at least 24 hours in advance. Repeated failure to do so may result in suspension from program events.
4. Walk-in's may be turned away due to limited space or pre-purchased event tickets.
5. Events are subject to change or cancellation with a 24 hour notice of the scheduled event due to lack of participation.
6. Participants must be dropped off for events on-time or may miss the bus for the event. The bus will not wait for late participants.
7. Participants must be picked up **on time** after events. If a participant is picked up late more than two consecutive times, they will not be allowed to attend any events for the following 3 weeks.
8. All participant medications must be reported to New Horizons staff, as well as any important information pertaining to medication usage. If a participant is starting or stopping a medication, this must also be reported.
9. Participants must be 18 or over to attend overnight events.
10. We strive to provide a positive and safe work environment for YMCA staff and members; therefore we reserve the right to deny services to members, families, care providers, and conservators should a situation arise that threatens YMCA staff and/or other members' safety.

**YMCA of Orange County - New Horizons Program**  
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