Island Trees Public Library

PROGRAM REGISTRATION POLICY – Sec. 28

Registration
All programs except the Adult Book Chat, Current Events, Fibromyalgia Support Group, and Arthritis Support Group require pre-registration. The Board reserves the right to add other programs to this list. The following registration rules apply:

- For programs with a fee, registration must be done in person at the library with the fee paid at the time of registration. *Exception: If you are unable to travel to the library due to illness, age or other justifiable reason, you may register by mail by sending a check with a note that includes program title & date, name address & phone number to Head of circulation. You will be notified by mail or phone that your check has been received and you have been registered. In the event that a program is full when your check is received, it will be returned to you.

- Adult programs that do not require a fee may be registered for in person, by telephone or mail.

- You may register another person (with the exception of children’s Nighttime Story Hour). However, if it is prior to one week before the program they must also be an Island Trees resident and if there is a fee you must pay it.

- Programs that require a fee must be paid for by check or money order only. Library fees checks and Trip checks must be made out to the Island Trees Public Library. Materials fees checks must be made out to the presenter. With the exception of AARP Defensive Driving Course (payable to AARP).

- Due to popularity, registration for children’s programs must be done in person, and are on a first come first served basis.

- Due to popularity, some registration dates and times for children’s programs may be staggered.

- Reminder calls are made by staff 2-3 days prior to each program.

Availability/Vacancy
The programs offered at the Island Trees Public Library are for the enjoyment of Island Trees Residents. As such, all programs, with the exception of Bus Trips, NY State Defensive Driving Safety Program, and Lectures are initially open only to Island Trees Residents. All other programs are open to non-residents one week prior to the program date.

Some programs may be extremely popular and fill quickly. In some of these instances duplicate programs may be available or registration restrictions may apply.

Waiting lists are provided for programs that fill up. People on the waiting list will be called if room becomes available. Please notify the library as soon as possible if you need to cancel registration for a program so that those on the wait list can be told of an opening.
Cancellations, Refunds & Schedule Changes
All programs are subject to cancellation and date and time changes.

- Children’s programs with less than 5 registrants are subject to cancellation.

- Adult programs with less than 7 registrants one week prior to the date of the program are subject to cancellation. The Board reserves the right to waive this requirement when appropriate.

- If the library is closed due to inclement weather or other uncontrollable events (ie: power outages), registrants will be notified and every effort will be made to reschedule programs.

- If you need to cancel your registration, a refund* will be given *only* if you notify the library at least 10 days prior to the date of the program.

- Refunds* will be given for those programs that are cancelled by the library or presenter.

- Refunds* will be given for extenuating circumstances such as death or hospitalization.

- Refunds* will be given if you are unable to attend a program due to the library or presenter making a change in date and/or time.

*Refund Request Forms must be filled out at the Circulation Desk.
The Island Trees Public Library reserves the right to deny any refund request.

Adopted by the Board of Trustees 2005; Amended July 12, 2011, Amended December 17, 2013