



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
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March 2017 - UPDATE

Dear New Horizons Members,

We truly value your membership in the YMCA of Orange County New Horizons program. The current recession has had an impact on us all and unfortunately, the YMCA or New Horizons is not immune to the economic downturn. In the past we were able to accommodate members who registered for an event and did not show up or who called and cancelled the day of the event date.

Our longer activities and trips require the advance purchase of tickets or for the YMCA to make a deposit for a minimum number of attendees. This makes it very important that members who have RSVP'd for the event stay on the roster. When members do not show or cancel so close to the event date that we cannot fill their space, the program loses that money. Until now, the YMCA has been absorbing this cost; however, because this is hurting our program, we cannot afford to do so any longer.

Beginning March 15, 2010 we adopted a **NO-SHOW/LATE CANCELLATION** charge as part of the YMCA New Horizons program. We have made some revisions to this charge that we would like you to review carefully. **This new charge will be effective for ALL events.**

Please refer to the chart on the other side for details.

We understand there are a variety of reasons why our members may not be able to attend an event, however; to avoid no-show or late cancellation charges, please be aware of all registration deadlines, all cancellation deadlines, and only register for an event once you are absolutely sure you can attend.

If you have any questions regarding this procedure, please contact New Horizons at 714-508-7635

Thank you for your commitment to the YMCA and for helping us to build strong kids, strong families, and strong communities.

Regards,

YMCA New Horizons

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# No Show/Late Cancellation Charge

Effective March 1, 2017

The following chart displays the types of events and their corresponding charges:

Event Type	No-show/Late Cancellation charge	Late cancellation charge effective:
3-5 hour weeknight event	\$35, plus the cost of any pre-purchased tickets	Less than <b>8 hours</b> before the event start time
8-12 hour Saturday event	\$55, plus the cost of any pre-purchased tickets	Less than <b>72 hours</b> before the event start time
28+ hour weeklong event	\$300, plus the cost of any pre-purchased tickets/ Hotel	Less than <b>14 days</b> before the event start time

Participants who are a no-show or cancel late will receive an invoice detailing the missed or cancelled event.

Cancellations will be confirmed by New Horizons staff in writing.

**PAYMENT MUST BE RECEIVED BEFORE PARTICIPANT IS ABLE TO ATTEND ANOTHER EVENT.**

Payment may be made by cash, check or money order.