



### **No-Show Policy**

10/16/2019

10/19/2017

### **Introduction**

Many of the programs and classes offered through the Norfolk Public Library require registration prior to start of the program or class. The purpose of registration is to allow the library to allocate sufficient resources to these activities. Programs that require registration are identified on online and print calendars, in press releases, and on promotional materials.

### **Policy**

If a registered participant cannot attend a program or class, it is their responsibility to notify the library via online registration or telephone, at least twenty-four (24) hours prior to the start of the program or class. By giving advance notice of cancellation, registrants will remain in good standing.

To ensure fairness, registrants who fail to appear for three (3) programs/classes will be ineligible to register for new programs for a period of six (6) months, and will instead be placed on a waiting list. If an opening is available, the registrant will be notified that he or she may attend.

### **Applicability**

This policy applies to all programs and classes offered through the library, including reservations for museum passes.

Adopted 10/19/2017