

SOAR Policies

Participation: To be considered as a participant of SOAR Fox Cities, Inc.'s programs and/or services, the following forms will need to be filled out, updated and kept in the participant's file:

- Participant Information Form (updated yearly)
- Acknowledgement Form from the Participant/Guardian Handbook

Note: The Participant Information Form needs to be updated annually. Throughout the course of the year changes may occur with conditions, allergies, emergency contacts, behaviors, etc. and it is very important that SOAR Fox Cities, Inc. staff is aware of all of these changes. It is a safety precaution for all involved including the participant, staff and volunteers. Please call the office (920-731-9831) with any changes.

Parking: When parking at our building during business hours, please use the **parking stalls designated for 211 E. Franklin Visitors**. If you park in other companies' stalls you risk being towed.

Inclement Weather: Out of concern for safety, bad weather occasionally forces the closing of SOAR Fox Cities, Inc. program or service. If it becomes necessary to close SOAR Fox Cities, Inc. for any reason, staff will attempt to notify all participants who are signed-up for the program or service of the closure **via email & Facebook post**. Please understand that in many instances we cannot call everyone that is registered for an activity-there are simply too many. This is why it is vital that you have an up to date email on file with us. We **will ONLY post cancellations to Facebook or email about them**. The program or service may be re-scheduled. Please watch local news channels (WFRV, WLUK), check your emails and Facebook pages for real time updates on cancellations. Most day-of cancellations will be made by 2:00pm the day of the activity.

Registration: We offer many ways to register for SOAR activities including signing-up through the SOAR website, calling and speaking to a staff during M-TH 9a-4:30pm office hours, mailing in a registration sheet via USPS mail, or stopping at our office window during office hours and speaking to a staff member in person. **We DO NOT accept registration via voicemail or email**. We will make every attempt to follow up on a voicemail or email, but please use the other options mentioned above to register for activities.

Payment: We **DO NOT and WILL NOT collect payments at activities**. Do not give staff your payment-we need to collect it at the office, via mail, or via our website, **PRIOR** to all activities. If you visit our office before/after hours, please deposit your labeled payments in the black-colored lock/mail box outside the main entrance of the SOAR Offices. We encourage your use of envelopes. For any questions regarding bills/invoices, please ask for extension 109. Watch our online calendar for advance planning of activities to fit your budget, and meet registration deadlines.

Cancellation: If you are unable to attend an event, **you must cancel at least 5 days in advance**. **If you do not cancel in advance you will be liable for the program fees**. Please see enclosed notice regarding cancellation policy on the registration slip.

SOAR Fox Cities, Inc. and its Programs are not responsible for accidents or injuries that may occur to participants or attendees during activities. SOAR Fox Cities, Inc., its employees and volunteers are not liable for any and all claims demands, losses, damages, actions, rights of action of whatever kind or nature arising out of, in consequence of, or on account of any injuries or incidents which may occur due to participation in a SOAR activity.