



Program Registration and Cancellation Policy

Adopted by the Board of Trustees June 17, 2025

The Apalachin Library provides a variety of programs designed to serve our diverse community. While most programs are open without advance registration, some programs require prior registration due to space, materials, or safety considerations. This policy applies to those programs that require advance registration.

Registration Guidelines

- Programs with a limited capacity will be filled on a first-come, first-served basis. To register in advance, you must either:
 - Call the Library at (607) 625-3333 and speak directly to a staff member, or
 - Sign up in person at the Library.

Please note: Voicemails, emails, and social media messages (e.g. Facebook Messenger) are not valid methods of registration. These channels are not monitored reliably for time sensitive communication.

- If registration reaches full capacity, a waitlist will be created. As openings occur, they will be offered in the order the waitlist was formed.
- Only registered individuals may participate. All attendees must follow the program's guidelines as outlined by the presenter or Library employee.

Cancellation Guidelines

- If you need to cancel your registration, please call the Library at least 24 hours before the program by calling (607) 625-3333. This allows time to offer your spot to someone on the waitlist.
- Patrons who miss two programs without proper notice (“no-shows”) may have their ability to register in advance suspended or restricted at the discretion of Library employees.
- A “no show” is defined as cancelling with less than 24 hours’ notice or not attending a program without contacting the Library.
- If you are on the waitlist and a spot opens up, the Library will attempt to contact you by phone. Please respond promptly to secure your place.
- If you require any accommodations to participate in a program, please let us know at the time of registration, so we can do our best to assist.