



Registration and Event Attendance Policy

We have a few common sense rules you need to be aware of and abide by that makes the Wichita's Littlest Heroes experience better for everyone. Please read through the specific policies below and state that you agree to follow them.

By participating in Wichita's Littlest Heroes events, you are agreeing to accept and abide by the following rules and policies. WLH believes these policies will benefit all families in the program and will ensure the best possible experience for our families and donors alike.

Rules

1. When attending a WLH event, we expect everyone to conduct themselves in a polite and respectful manner toward all WLH families in attendance, staff, volunteers, event donors, and any general public that may be present. As a participant at a WLH event you are a representative of WLH and are the recipient of other people's generosity—and we expect a courteous attitude.
2. When you register to attend a WLH event please do so with the same manner and attitude as you would if you were using your own money to purchase tickets to the event:
 - a. Verify you can attend before registering (i.e. call your spouse, check your calendar, make sure you can find a babysitter, or be certain you have that day/evening off work).
 - b. Do not register immediately to hold a spot, only to work out the details later. Cancelling event registrations within 48 hours of an event will impact your attendance record, unless it is due to your child's immediate health.
 - c. Once you register for an event, mark it on your calendar so you don't forget.
 - d. Use the same social courtesies with us as you would to anyone you have made plans with. For instance, if you were to arrange to have dinner with friends and your plans changed, you would let them know you can no

longer attend. Wichita's Littlest Heroes expects to be extended that same courtesy by families cancelling by emailing the office at office@wichitalittlestheroes.com.

3. All attendance criteria are final and to be adhered to. For example, friends cannot come to "immediate family only" events, and kids 12 years old and younger cannot come to events limited to ages 13+. Please do not ask us to make exceptions for your family as we will have to say no to ensure fairness to all families.
4. Children under the age of 18 must be accompanied by an adult (18+) when attending a Wichita's Littlest Heroes event. The only exception is the Teen Titans group events, parents may attend but are not required to accompany their child.

Restrictions

If a family fails to show for any event in which they have registered to attend (considered a "no-show"). Restrictions are enforced for one month and will be put into effect two months following a no-show. For example, if a family no-shows for an event in January, the family will be restricted from attending all Wichita's Littlest Heroes events during the month of March. If a no-show occurs in May, the restriction will be in place for the month of July and so on.

It is the family's responsibility to ensure they read all event details very carefully and fully understand where the location is, how the event registration will be taken, and how tickets will be distributed, if applicable, (e.g. meeting a volunteer, tickets being mailed, or picking up tickets from Will Call). It is the responsibility of the family to ensure their name is marked as having attended the event when attendance is being taken.

Regular Events

There will always be a significant number of regular events on the calendar to which all Wichita's Littlest Heroes families in the program are invited to attend (excluding families placed on a restriction).

Removal

Families who abuse the program by continually no-showing for events or by conducting themselves in an inappropriate manner will be dealt with on an individual basis. They will face removal from the program if the behaviour doesn't change.

Attendance Definitions

Hero: The child who qualified the family for participation in the WLH program.

Immediate Family: Father and mother (including step-parents) or legal guardians of the Wichita's Littlest Heroes child. Brothers and sisters of the WLH child. Any other child (i.e. step-sibling, half-sibling, foster child) that is in legal custody or their full-time care is entrusted to the parents/guardians and is living under their roof. In the case of a separated family, the parent who has the WLH child in their care at the time of the event

is invited. In the case where a WLH parent gets married, the spouse (and any children they have) become the immediate family. Everyone else then becomes extended family.

Extended family: Grandparents, grandchildren, any in-laws, aunts, uncles, nephews, nieces and cousins of the WLH child and their immediate family.

Friends: Everyone else.

FAQ's

1. What if we have a last minute emergency due to our WLH's medical condition and we weren't able to cancel?

Answer: Given the nature of the families that WLH serves, we know at times last-minute medical emergencies can arise due to your Heroes medical condition. We realize that cancelling is the last thing on your mind and we will be understanding of that. You will have 48 hours to notify the office by emailing office@wichitalittlestheroes.com.

2. What if weather/poor driving conditions prevent us from coming to an event?

Answer: We understand extreme weather conditions are out of families hands. We expect families to keep email addresses of WLH staff members on hand (available on the parent's homepage and page 3 of this booklet) in order to notify us.

3. Why is my attendance record impacted when I cancel an event within 48 hours? Don't you want us to cancel?

Answer: As opposed to no-showing for an event, yes—we want families to cancel. However, the impact on our program is still negative. We know from experience that families register for events to ensure they get spots, and then determine later if they can go or if their family even wants to go. We know families cancel for reasons as simple as “We can't be bothered going now”, or “We forgot we have my child's basketball game at that same time”. We know families leave it to the last minute to cancel when they have known for days or even weeks that they cannot attend. We are hoping this policy will help people stop, think and plan before registering for events. These measures are designed to ensure the best possible program for all WLH families and the appropriate use of all that we have been so generously given.

With more than 48 hours notice, WLH is often able to reallocate cancelled spots to other families. Inside 48 hours makes it more difficult; within a few hours, it

makes it almost impossible and the spots end up going unused. Given the nature of the families that WLH serves, we know at times last-minute cancellations will occur due to your WLH medical condition and we will be understanding of that.

4. What if there is a mistake on our attendance record?

Answer: It is the responsibility of the parents to check their attendance records to make sure it's accurate. If you find a discrepancy, email the WLH program employee with questions or concerns.