

# CCLD APPOINTMENT & RESERVATION CANCELLATION POLICY

The Chemung County Library District seeks to provide equitable access to its programs, resources, meeting spaces, and services to all patrons. Patrons who make appointments or reservations and fail to meet their commitments or cancel without giving the library adequate notice limit CCLD's ability to provide access to our resources, and services.

## **POLICY:**

- CCLD Patrons may register for up to a maximum of two 1-on-1 appointments per month.
- When canceling an appointment or reservation, the patron must provide at least 24 hours advance notice, to avoid being considered a "No-Show", .
- When 3 Cancellations or 3 No-Shows occur within a 3-month period, the patron may be limited for three months from registering new appointments, booking reservations, or they may be placed on a program waitlist.
- If a patron is late for an appointment or a registered program by 10 minutes or more, they may be considered a "no-show", and their spot may be given away to the next person on a waitlist.

