



Dear **Starlight Families**--

Starting on April 1<sup>st</sup> 2007, we are firmly establishing our "Failure to Show" policy as well as a family priority code. If you cancel prior to the event, the failure to show policy will not affect you.

A cancellation **must** be received at least 24 hours prior to the event, in order to provide enough time to enable another family to come. Canceling an hour before is no longer acceptable, through another family, nor after the event is already completed. Cancellations can be done either via email or phone message to extension 103.

If an emergency has occurred that has prevented you from canceling in a timely manner, please call the Program Services Director once everything has settled again and discuss this with them to determine what the appropriate step will be.

If you are put on the final family list and/or receive an email or phone call that you have been one of the selected families for any given event, it is **your responsibility** to arrive at that event at the designated time. For events where tickets are mailed out in advance, there will still be a volunteer or staff member host at that event checking to see that each family is sitting in their designated seats based on a seating chart that will be provided to them. Please read the next page which details our *Priority Code Policy* and *Failure to Show Policy*. If you have any questions, please contact the Program Services Director. Thank you for your cooperation as we implement these new policies.

Sincerely,

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### **Priority Code Policy**

-Each family is given a priority code number effective April 1, 2007 for 1 year.

-This number will be the same for each family starting out.

-For every event you attend, your priority code will drop by 1 number.

*-For example, if you start with a priority code of 12 and attend an event, your number will now drop to 11.*

*-For the next event, families that RSVP with a priority code of 12, will have higher priority over you.*

*-This is to help ensure that all families have the opportunity to attend events.*

-Even if your priority code drops down to a lower number because you have attended a lot of events, this does not mean that you can no longer participate in Starlight Great Escape events. It just means that families that haven't participated as much will have a higher priority for those events, but quite often space opens up so you might still be able to attend. We don't always have a waiting list, so when you are interested in attending an event, just let us know. At the end of 1 year, your priority code will return to "12" as will everyone else's.

**-The program director will be tracking your priority code numbers, so this is not something you need to worry about keeping track of.**

-There are many of you that attend a lot of events, and we definitely encourage this; however we also have a small number of families that only request to go on events 2-3 times per year, so we like to be able to allow those families the opportunity.

-Priority for attending events will no longer be based on the order of emails received as RSVP's. We realize that some of you have access to email daily, but there are other families that only have access once a week or even less often. This new priority code policy will help make it easier for those families to attend an event and make the list to attend.

-Our year runs April-March, so next April every family will start out again with the same priority code number, and the process will start all over again.

### **Failure to Show Policy**

-Each family is given 3 no-show opportunities. However for each no-show, your priority code will still drop as though you did attend that event.

*-For example, if you have a priority code of 10 and you fail to show up at an event, your code will still drop to 9.*

-After your 3<sup>rd</sup> failure to show at an event, your priority code drops down to 0 for the remainder of that year.

*-When this happens, you are still eligible to attend events, but only after all the other families with a higher priority code are given the opportunity.*

-Our year runs April-March, so next April every family will start out again with the same priority code number, and you will be given another chance.