April 2023,

John Smith

1600 Pennsylvania Avenue NW

Washington, DC 20500

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Dear Participants, Friends, and Families,

As many of you know over the past few months we have been busy implementing changes to our Community Enrichment Program. We have hit a few bumps along the way, but overall changes have been successful, except for payment and event attendance.

Over the past few months, we have noted that some participants are having trouble paying at the time of the event, or cancel without any notice. Therefore, beginning in May we will be making the following changes in hopes of making the process easier for both participants and staff working the event, as well as ensuring a smooth process for participant sign-up.

Moving forward:

* All participants must prepay for events.
* Until payment is received you will not be placed on sign-ups. Sign-up still takes place online, in-person, or over the phone at (920) 923-3810.Sign-ups will be on a first received payment basis.
* Limited event sign-up will be based on received payment.
* The Arc receptionist will inform you of what events you are on for the month, and which events are full.
* If you sign-up for an event and are then unable to attend, you will not receive a refund or credit to your account.

The Arc often prepays for events, and when participants don’t attend, or pay, The Arc is still responsible for the cost. If you have questions, concerns, or just general thoughts on how to improve on programming, please direct them to Jessica Kimball (920) 923-3810.

Sincerely,

The Arc Fond du Lac

[Arc Fond du La](https://www.google.com/search?gs_ssp=eJzj4tZP1zcsSUtOLkrOMWC0UjWosLAwMLZINDMyTzRMMkoxNLQyqEg1M022TLY0MkxKSTMxSTTw4k8sSlZIy89LUUgpVchJTAYAr5wULQ&q=arc%2Bfond%2Bdu%2Blac&rlz=1C1SQJL_enUS889US889&oq=arc&aqs=chrome.1.69i60j46i39i175i199j69i59j0i20i263i433i512j0i67j46i433i512l2j69i61.4216j0j4&sourceid=chrome&ie=UTF-8)c | 500 N Park Ave, Fond du Lac, WI 54935 920.923.3810 | arcfdl.org | info@arcfdl.org