

BOUNCE MEMBERSHIP RULES

To create positive experiences for all and to ensure as many members as possible can participate, all members are expected to adhere to:

1. CODE OF CONDUCT:

- Treat all others with respect, courtesy, and consideration. Require the same for yourself and your family from other families, guests, staff, and volunteers.
- Use good judgment, act responsibly, and obey the rules of the venue/event/activity host.
- Refrain from consuming alcohol or smoking at events.
- Do not use profanity or language inappropriate to a family friendly environment.
- Parents/guardians are responsible for all minors they bring to Bounce Programs.
- Dress appropriately for the situation.

2. CANCELLATION GUIDELINES:

- Once a Bounce Program reservation is confirmed, it will be held exclusively for your family.
- If you need to cancel your reservation, you must do so at least 72 hours before the event to allow time for Bounce to backfill your reservation.
- If a family has a confirmed reservation, fails to attend, and does not notify Bounce of their cancellation at least 72 hours in advance, Bounce cannot offer this opportunity to another family. Empty spots and wasted money will result. Most importantly, an opportunity for another family to have fun and connect will be missed.

- If your family has an emergency within the 72 hour cancellation window (i.e. illness, hospitalization, death in the family, etc.) and cannot attend, you must notify Bounce immediately by calling 844-6-BOUNCE (844- 626-8623) with the following information:



- Event Name and Date
- First and Last Name of Bounce Child
- Total number of people in your reservation

3. THANK YOU POLICY:

- Bounce it Forward® program requires participants to assist in thanking donors, when asked to do.

4. THREE STRIKE POLICY:

- If your family has a confirmed reservation for a Bounce Program, fails to attend the event, and does not follow the Cancellation Guidelines, #2 above, or if your family does not comply with the Thank You Policy, #3 above, your family will be given one strike. If your family receives three strikes within a year, you will not be able to attend any/all Bounce Programs for at least one calendar year, with future participation being allowed at the sole discretion of Bounce.