

BASIC RULES

Registration: On Friday at 10 am our online registration opens for pre registration. If you do register before 10 am on Friday your only choice would be the final hour of pick up .

- **Pre registration** is the early bird hour time slot capable of serving only 15 families at a time. Once these time slots are filled your only option is to be served in the final hour of our services. Our hours are subject to change and check our website out weekly or email.
- **Last time slot or last hour**, this is what we call an open pantry. If you miss your original time slot you are welcome to come during this time. Or if you didn't register online (either don't have access to a computer,etc) you are also welcome to come at this time slot as well.

CHECK-IN: We ask that you stay outside the room near the doors until you are called for check-in. We want to respect everyone's privacy and give them time to get their cart. Please wait your turn and do not skip others in line. Please also respect the church, that are so kind to be giving us their space to use.

PERSONAL SPACE: We ask that everyone continues to stay at least 6ft apart when going through the line. This is to be in accordance to the CDC

NO SHOWS: we have had several families no show, without any notice. Moving forward we will be keeping track of our no-shows, three NO-SHOWS and you will no longer be able to register for these hours 2-3:30 (current hours subject to change). To prevent this from happening, email Rochelle or myself and let us know you will not be coming (must be before 10am the day of pantry). We can then allow another family to take your place.

COMING EARLY: as we mentioned in prior email we can't have you show up before your scheduled time, UNLESS you get written approval from Rochelle or myself. If you can't make your scheduled time you can come later, not earlier.

RESPECT OTHERS: this means respect our volunteers and other families in line. This means if our volunteers ask you to only take one per family that does not mean one per person or flat out ignore our volunteer. We do this to ensure that all families have the right to the same products.

GOING THROUGH THE LINE MORE THAN ONCE: will not be tolerated and you will be asked to leave. There have been a few families reaching around others to get their hands on products.

SIGNS: Please abide by the signs and verbal instructions on the number of items available to you. We are limited to certain items and want to ensure all families are able to receive certain items.

CONTINUED BEHAVIOR: we have the right to refuse service to anyone, you will receive only one warning. Many of our families have disabilities, we want this to be a pleasant experience for all. If you feel that you have been disrespected by others, please let Rochelle or Angelica know right away so we can address this situation.

We want to make it a pleasurable experience for all, signing this means you and your party agree to follow the above rules and not abiding by them will result in a denial of service.

_____ Print Name

_____ Signature

