

# Lancaster Senior Games

## Information and Frequently Asked Questions

### Registration:

1. **What is the registration fee?** Currently the fee is \$15.00 but if you register/pay online, the fee is \$13.00. The registration fee enables you to participate in all the Senior Game events.
2. **Are there other fees for events?** Yes, there are extra fees for the bowling and golf events.
3. **Do I pay for lunch?** Yes. Monday, Tuesday and Wednesday lunch is available at Spooky Nook. The cost of lunch is subsidized by Lancaster County Office of Aging. Participants who want lunch will pay \$5 towards the cost each day. Lunches must be ordered and paid for with registration. Spooky Nook does have a snack bar that visitors can use, but there won't be any extra bagged lunches available for purchase.
4. **I need to register later than the deadline. Will you accept my registration?** No. There's work that is done after registration closes but before the games start. We need a strict deadline so the work can be done in time. Registrations must be received at Lancaster County Office of Aging, Groff's Funeral Home, or online by the end of deadline day.
5. **I mailed my registration before the deadline, but the mail took too long to get it to you. Can I still participate?** No, see #4.
6. **I registered for the games but now I can't attend. Can I get a refund?** Unfortunately, we are not set up to give refunds.
7. **I paid for Pitch and Putt, or 18-hole golf and the Senior Games committee cancelled it because of weather. Do I get a refund?** Vouchers are given to participants who paid the fees. Vouchers can be collected at the Golf course within 1 week after the event date. If a participant chooses not to attend and the event hasn't been cancelled, the money is forfeited.
8. **I forgot to sign the waiver on the registration form. Can I still participate?** No, we won't process the registration form unless the waiver is signed. If not signed, the entire registration and money will be returned to you.

### Event Information:

9. **It's raining and my event is outside. How do I know it's cancelled?** We don't have immediate access to our website, so weather cancellations are posted on our Facebook page. Because of our busy event schedule and many of the venues not being able to give us a rain date, the only event that is rescheduled when it rains is pickleball .
10. **Where on the registration form do I list my partner's name?** You don't need to list your partner's name unless it's for 18-hole golf or Pitch and Putt. For other partner events, you give your partner's name when you check in at the event.
11. **What if I don't have a partner?** We will do our best to pair anyone without a partner.
12. **My partner is in a different age group. In which age group do we register?** For partnered events, you sign up for the younger partner's age group.
13. **Can I play in two age groups?** No. You can only play once.

14. **If I arrive late for a bracket event, can I still play?** No. You must be at the event 15 minutes prior to the start time. Registration closes at the time listed in the brochure. Once registration is closed, volunteers create brackets and are not allowed to add anyone.
15. **Why didn't I play the first round of a bracket event?** Depending on the number of players/teams, we may have to give a bye to some players.
16. **I left the area for a short time and missed my game- what happens now?** If your name/team number is called and you are not present, you forfeit.
17. **Why isn't my event offered anymore?** The Senior Games committee looks at attendance and makes decisions based on the number of people participating in events and the costs associated with the event. If numbers have been low over the past several years, the event may be discontinued.

### **Tee Shirts/Medals:**

18. **How do I get my T-shirt?** Shirts are available 9am-4:30pm at The Groff's Family Funeral and Cremation Services Inc at 528 W. Orange St. Lancaster beginning the date registration opens until the deadline for registration. Participants must either submit their registration and payment at Groff's front desk or provide proof of online registration. After the deadline, shirts can be picked up at Spooky Nook Sports during the Senior Games week- Monday, Tuesday, and Wednesday.
19. **I ordered a T-shirt, and you were out of my size- now what?** We order the T-shirts six months before the event. We do the best we can by guessing how many of each size to order but we may run short.
20. **How do I know if I won a medal and where do I pick it up ?** Medals are available during the week of Senior Games at the Information desk at Spooky Nook on Monday, Tuesday, and Wednesday. On Thursday, the medals are available at Leisure Lanes (during Senior Games event hours) and on Friday they will be at the Celebration Event at Longs Park. The week after Senior Games (Monday- Friday) medals can be picked up from The Groff's Family Funeral and Cremation Services Inc. from Monday - Friday from 9am-4:30pm. After that week, participants should call Lancaster County Office of Aging to arrange pick up of their medals at the office. 717-299-7979. After May 31<sup>st</sup>, the medals are no longer available.