



EarlyON Registration Frequently Asked Questions

Is there any other way to register for programs (ie a phone)?

At this time, we are only doing registration through Eventbrite. If you are having difficulties please reach out to us at earlyon.durham@ymcagta.org and we would be happy to assist you.

Do I need to “purchase” a ticket for my child(ren)?

YES. This is the only way we can ensure accurate numbers for our programs. A separate ticket must be purchased for each person attending a program. Due to our limited space we are requesting when possible only 1 adult attend the program with the child.

**Although Eventbrite refers to “purchasing a ticket” EarlyON is always FREE.*

A family member would like to come with me to the program but is not registered can they attend?

Due to limited capacity we can only have the family members who have registered for the program attend, we are also encouraging just one adult per family attend the program.

Is there a limit to the number of programs I can register for?

Currently the demand for the programs is very high, we are trying to offer the programs to as many families as possible across the region.

Can I get on a waitlist?

Each program will have a waitlist for up to 10 people. Once we have reached 10 participants the waitlist will close. If there are any cancellations for the program, we will start to release spaces to the families in the order they are on the waitlist. You will receive notification and have up to 24 hours to accept the space.

I want to register for a program but I missed the deadline. What can I do when registration is closed?

Registration dates are on the calendar in the notes section. Once registration is closed please email EarlyON.Durham@ymcagta.org to inquire about the program you are interested in.

I would like more information about the program who do I contact?

You can email earlyon.durham@ymcagta.org and someone will get back to you as quickly as possible.

How do I know where to meet and what to bring with me to the program?

Before the start date of the program you will receive an email from the program facilitators with everything you need to know.

There is also a map on the Eventbrite link.

How do I cancel a program?

You can cancel your registration through Eventbrite.

I've been sent an email that says I can "Claim my Spot" but when I click on it it says "Event is currently Unavailable" what do I do?

Connect with the EarlyON team at earlyon.durham@ymcagta.org

I purchased 1 ticket for myself, and have to put my child on the waitlist, however the website is not opening for me to do so.

Connect with the EarlyON team at earlyon.durham@ymcagta.org

What is the Tree of Giving and why isn't it registered?

The Tree of Giving is to pick up a kit with all the materials to do some fun activities at your home with your child.

The Tree of Giving does not require registration since families are not staying.

What do I do if I accidentally register for the wrong program?

You can cancel your program directly in Eventbrite.

Is there a specific day that registration will happen each month so I know what day to expect the calendar to go up?

Registration information is on the calendar in the notes section. If you are on our mailing list, you will get an email reminder the day before registration starts.

To get on our email list please contact us at earlyon.durham@ymcagta.org

Can you tell me what your COVID protocols are? I'd like to know before I register so I don't take up a spot from someone else if I am not comfortable attending.

As you can imagine COVID protocols are constantly changing based on Public Health's recommendations.

Please contact us at earlyon.durham@ymcagta.org for more information.

How do I know where the program location is?

On the Eventbrite registration page, there is an interactive map.

The program is specific to an age group can I bring my older or younger child?

The programs are developed to be developmentally appropriate for a specific age group. Only children that fall into that age category may attend.

However, we are excited to introduce our new Family Programs. Look on our calendars for more details.