

December 5, 2025

Dear Springbrook Families and Friends,

At Springbrook, we believe strong, supportive relationships are the foundation of everything we do. That's why we're excited to share some exciting updates about the Family Engagement Center (FEC)—a warm, inclusive space that helps you stay connected to the people who matter most.

Since 2017, the FEC has served as a true home away from home for hundreds of families and friends. Whether you're staying overnight in one of our two fully furnished double suites, gathering for a family meal, or hosting a visit, the FEC was created with your comfort in mind. This beautiful space exists thanks to the generosity of our supporters, whose continued kindness helps us keep it welcoming and well cared for.

As of **September 1**, the Springbrook Foundation assumed management of the FEC. This transition marks a renewed commitment to creating a seamless and positive experience for every family who visits. We listened to your feedback and are implementing several exciting improvements.

- In early 2026, we will launch a **new online reservation system** that will let guests view real-time suite availability and book more easily.
- **Updated the FEC policies and procedures.** These updates will take effect on **January 1**. As part of the new policy, **a credit card will be required at the time of booking** to cover any potential damages during your stay. Please refer to the updated policy at springbrookny.org/planyourvisit for full details.
- **Updated checkout procedure**, which will be outlined and provided in each room. This process is designed to help guests know what to expect upon checkout and how they can assist us in ensuring the room is ready for the next family.

On **Thursday, December 18th at 5:30 p.m.**, Foundation staff will host a virtual meeting to discuss these changes and answer questions. Please use the QR code below to take you to the meeting. In the meantime, I encourage you to review the new policy and please contact us at FECreservations@springbrookny.org or **607-286-7171 ext. 271** with any questions.

We're thrilled to bring you an easier, more transparent reservation process—and we hope you notice the care and attention behind these changes. Thank you for your ongoing support and for being part of the Springbrook community. We look forward to welcoming you soon!

With warm regards,



Kim Johnson
Director of Giving, Springbrook Foundation



Scan to join the
Zoom meeting on 12/18/25