

The following policies address the use of the City of Laguna Niguel's (City) website.

Website Mission

Provide easy, intuitive access to timely, relevant City-related information and services, and provide avenues for community members to participate in City government.

General and Acceptable Use

The purpose of the City's official website (**CityofLagunaNiguel.org**) is to provide information pertinent to the public to conduct the City's business and promote the City's goals as guided by the City Council. The City's website is intended to serve the City's need to make useful and practical information available to residents, businesses and visitors.

General Website Disclaimer

The City has made every effort to ensure the accuracy of the information provided on its website. However, the City does not guarantee the accuracy of the information provided on its website and is not liable for reliance on this information, due to the possibility of unauthorized modification of the data, transmission errors, HTML browser incompatibilities, human error, changes made since the last update to the website or other aspects of electronic communication that are beyond the City's control.

External Linking

The City website contains links to local, state and federal government agencies and to other, non-government websites. Links to external content on the City's website will be permitted at the City's sole discretion and placed appropriately as determined by the City.

The City may provide links to sites that meet the following criteria: The specific and limited purpose of the permitted external links is to help the public obtain timely information about City-related programs, services, activities, policies or committees, and is intended to be directly related to City content.

Examples of acceptable sites are:

- Maintained by a state, local or federal government agency
- Maintained by an organization that receives direct financial support from the City
- Maintained by companies that are contracted by the City to provide services to community members
- Maintained by established business associations or neighborhood homeowner associations within the City
- Organizations that sponsor or support a City-sponsored event or association (if necessary for completing participation, e.g., registration through a third-party vendor)
- Provides a unique online tool to assist residents in accessing information on the site or in communicating with the City, e.g., Adobe Reader, Nextdoor
- Maintained by a non-profit charitable, educational, hospital, social, scientific or cultural organization serving Laguna Niguel community members

These are meant to be examples and not to be an inclusive list. In general, the City does not intend to include links of resource compilations or links to for-profit businesses, blogs, public forums not managed by the City, or other generalized links that are well-served through use of commercial search engines.

City policy prohibits departments or divisions to negotiate for the use of the City website(s) for the purposes of soliciting customers, selling products or services, or linking to websites that do not directly further city's goals and support public policy.

It is not part of the City's business to direct free traffic to external websites, or to compete with popular search engines, therefore the City does not accept outside link solicitations or mutual linking requests.

The City shall maintain sole discretion over the determination of which links may be included on its website and reserves the right to remove any link at any time without cause. If there is a question about the interpretation of this policy, it will go to the Webmaster first for resolution. Escalation will go to the Assistant City Manager, with further escalation to the City Attorney's office.

Links Disclaimer

The City is not responsible for the content, quality, accuracy or completeness of any off-site materials referenced or linked to through the City's website. By using the City's website, the user acknowledges and accepts that the City is not responsible for any materials stored on other websites, nor is it liable for any inaccurate, defamatory, offensive or illegal materials found on other websites, and that the risk of injury or damage from viewing, hearing, downloading or storing such materials rests entirely with the user. The inclusion of any link does not imply endorsement by the City or any association between the City and the operators of the site. Links going outside the City's website will open in a new browser window.

Copyright Notice

Unless a copyright is indicated, information including graphics and photos on the City's website is in the public domain and may be reproduced, published or otherwise used with the City's permission. We request only that the City of Laguna Niguel be cited as the source of the information and that any photo credits, graphics or byline be similarly credited to the photographer, author or City of Laguna Niguel, as appropriate.

If a copyright is indicated on a photo, graphic, or any other material, permission to copy these materials must be obtained from the original source. See **Use of Third-Party Materials** below.

Using or modifying this site's materials and information for commercial or profit-making purposes is prohibited and may violate the copyrights and/or other proprietary rights of the City of Laguna Niguel or third parties.

This copyright notice only pertains to the City's website.

Use of Third-Party Materials

Materials and information on the City's website are sometimes generated by third parties who have consented to the City's use or placement of such materials on this site. These materials are owned by those parties. Use of these third-party materials for any purpose, without permission by owner, is prohibited. Persons seeking to use or modify third-party materials for any purpose should contact the owner of such materials directly. These materials may include photos, icons and graphics (e.g., used in links to other organizations' sites), as well as items of general content.

Use of the City's Logo

The City reserves the right to regulate the use of the City's logo as deemed appropriate. Outside organizations may request the use of the logo in association with activities in which the City is an official partner or sponsor. Use of the City's logo shall not be permitted to imply endorsement of any service, entity, program or claim not directly run by the City or in partnership with the City. Requests by outside organizations for use of the City logo as a graphic element will be reviewed on a case-by-case basis. Requests should be submitted to the Executive Secretary in the City Manager's Office, who will relay the request to the appropriate manager for review. Permission for use of the City logo is at the discretion of City management staff.

Accessibility

The City is committed to making its websites accessible to the widest possible audience, regardless of technology or ability. We have made every effort to make our website accessible and easy to use by following the available standards and guidelines.

Currently, we make every effort to adhere to the Web Content Accessibility Guidelines (WCAG) 2.1 and Section 508 requirements as set forth by the Worldwide Web Consortium (W3C) Accessibility Initiative. Ongoing validation testing is conducted using industry-recognized tools for coding and usability. These guidelines explain how to make web content more accessible for people with disabilities. By conforming to these guidelines, we make our website user-friendly for everyone.

Adobe Acrobat PDF Files - We have a large number of documents in Adobe Acrobat Portable Document Format (PDF). [Download the latest free version of Adobe Reader](#) in order to improve the viewing of these files. We are working on a process to ensure all PDFs are accessible.

Screen readers - To assist our visitors who are visually impaired or blind, our website is compatible with screen reading software.

Exceptions - While we strive to adhere to the accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the website. If needed, site visitors may request a file in another format. The City will make reasonable accommodations for people with disabilities in accordance with the Americans with Disabilities Act.

City and Community Calendars

The City provides a listing of events on its Calendar as an information-only service to its community. The calendar is not meant to provide an exhaustive list of all events in Laguna Niguel. The City and Community Calendars are not intended to serve as official notice of meetings or events.

Events may be posted to the [City Calendar](#) which:

- Are run or operated by the City
- Are directly sponsored by, or held in collaboration with, the City

Events may be posted to the [Community Calendar](#) which:

- Directly affect, or are of significant interest to, the Laguna Niguel community
- Are within, or near, the City's geographical boundaries

- Complement the City's Website Mission or General and Acceptable Use statements.

And/or are:

- Organized by another governing body (e.g., county, state, federal, water district)
- Organized by a nonprofit and the event offers free admission

All events are posted solely at the discretion of the City Manager's Department, and event posting requests may be refused or removed at any time in consideration of resource availability, timing or abundance.

The City will make its best effort to post accurate information as provided, but assumes no liability for any errors, omissions or inaccuracies in the final posting. Events posted to the Community Calendar do not imply endorsement by the City.

When GIS maps are posted:

GIS Map Disclaimer

General - The City has provided these GIS maps and data sets as an information resource for the public. Every reasonable effort has been made to assure the accuracy of the maps and other information contained on this website. However, these maps and other information are only as accurate as the source of such maps and other information. Further, the maps and other information on this website are updated only periodically and therefore may not reflect the most current information.

Users Should Confirm Information - All users of this website must understand that they should confirm any maps or other information that they receive from this website with the primary source of that information and **actual field conditions**.

Disclaimer - The City makes no warranty, representation, or guarantee of any kind regarding either any maps or other information provided herein or the sources of such maps or other information. The City specifically disclaims all representations or warranties, express or implied, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose. The City assumes no liability either for any errors, omissions, or inaccuracies in the information provided regardless of the cause of such, or for any decision made, action taken, or action not taken by the user in reliance upon any maps or information provided herein.

Terms of Use – By using this website, you agree that you understand and are bound by the preceding conditions. If you do not agree, please refrain from using the GIS maps and data sets on this website.

Last Updated: April 2, 2018