

Frequently Asked Questions (FAQs) 2019 Space Coast Birding & Wildlife Festival (SCBWF)

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A. CANCELLATIONS AND REFUNDS

Cancellation & Overpayment Refunds

• **Registration Cancellations** received before Dec 13, 2018 will receive a full refund less a \$35 administration fee. These cancellation refunds will be processed between Dec 26, 2018 and Jan 2, 2019. Cancellations received from December 13th, 2018 to January 9th, 2019 will receive a 50% refund less a \$35 administration fee. These partial refunds will be processed by March 1st, 2019. **No refunds will be made** for cancellations after Jan. 9th, 2019 or for no-shows.

• **Changing your session selections after registering might cause "unspent" money to be on your account.**

- You can alter your schedule at any time!
- When you've already paid for one event/session (field trip, workshop, spotlights, keynote, boat trip or photography activity) and switch to a less expensive one – the "extra" money will be kept on your account.
- These funds will remain available thru the end of the Festival for you to apply toward other sessions. When you add a new event, the system will automatically apply the extra before giving you a balance due.
- Only if you are an early registrant (registered by 11:59pm on Dec 13th), you may request a refund of overpayment less a \$15 fee; overpayments of \$15 or less will not be processed and the overage will be donated to the *Neta Harris Young Birders Scholarship* fund. The request must be made before Dec 26, 2018 and will be processed between Dec 27, 2018 and Jan 2, 2019.
- Again – unrefunded overages remain available thru the end of the Festival, and may be applied at any time to register for other events.

• **The SCBWF Festival reserves the right to cancel, change or substitute an activity** if deemed necessary. Boat trips are only refundable if the Captain decides to cancel. Cancelled activities not substituted or replaced will be refunded within 30 to 45 days after the Festival ends. Refund will be processed on original form of payment.

B. WHEN CAN I GET MY BADGE?

- **Badge pickup** Badge pickup will be available Tuesday thru Saturday. Anyone registering after January 9th may find they need to wait for their badge to be printed when they arrive.

Badges are required while on the Campus. It is preferred but not required that you have your badge when you arrive for a trip – because you have pre-registered, your name should be on the Trip List.

- **Attendees whose first field trip is early Wednesday morning** are likely to find that the Trip Leader has their badge.

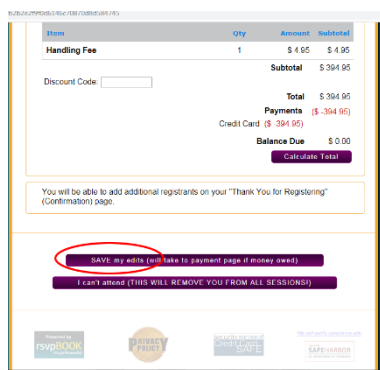
The registration area is in the Gymnatorium on the campus of Eastern Florida State College – Titusville. You can register at any time using your smart phone or other electronic device; computers will be available on-site for walk-in registrations, and to view or make changes to your schedule.

Badging/registration area schedule:

TBD

C. I'VE ALREADY PAID, AND BUT MY REGISTRATION SAYS “INCOMPLETE”

1. Go into your registration form and click the “Save” button at the bottom.



The screenshot shows a registration form with a payment summary table. The table has columns for Item, Qty, Amount, and Subtotal. The items listed are Handling Fee (Qty: 1, Amount: \$ 4.95, Subtotal: \$ 4.95) and Subtotal (\$ 394.95). Below the table, there is a Total (\$ 394.95), Payments (\$ -394.95), Credit Card (\$ -394.95), and Balance Due (\$ 0.00). A 'Calculate Total' button is visible. Below the payment summary, there is a message: 'You will be able to add additional registrants on your "Thank You for Registering" (Confirmation) page.' At the bottom of the form, there are two buttons: 'SAVE my edits (will take to payment page if money owed)' and 'LEAVE alone (THIS WILL REMOVE YOU FROM ALL SESSIONS)'. The 'SAVE' button is circled in red.

2. If that doesn't work, look up and down the registration form for any yellow highlights or incomplete answers. If you don't see any – check the “How did you hear about” and other questions. Type an answer into any visible empty box. Then click the “Save...” button at the bottom.
3. If neither of those actions fixes the problem, please send an email to scbwf.register@gmail.com with “INCOMPLETE” in the subject line. Your first and last name is all the information we need to access your registration, if you are

emailing from the same email you used to register with. (If communicating via a different email, please also include the registration email).