

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

Document Table of Contents

- A. Registration Fee Schedule
- B. When can I get my badge?
- C. I've already paid, and but my registration says "Incomplete"
- D. I want to see what's available before I register
- E. Cancellations and Refunds

A. REGISTRATION FEE SCHEDULE

REGISTRATION COST	Early Bird (by 12/08)	Regular
Full Festival (Wed-Mon)	\$ 95	\$130
Weekend (Fri thru Sun)	\$ 75	\$ 85
One-Day Wed-Fri	\$ 45	\$ 50
One-Day Sat	\$ 30	\$ 30
One-Day Sun NO EXHIBITS	\$ 20	\$ 20
Two-Day Weekend Sat-Sun	\$ 50	\$ 50

- *The only Monday event may be the Offshore Birding & Wildlife Adventure, only in the event of postponement from Wednesday.*
- *If you will be attending more than one day, consider the Full Festival or Weekend options. There is no requirement that you attend all days purchased.*
- *Depending on availability, you can alter your session selections at anytime before a session occurs. Money already paid can be reapplied to other sessions. Please be aware that the trip leaders receive their list the previous day. If you are a late "add" you should have documentation with you to prove your purchase.*

B. WHEN CAN I GET MY BADGE?

- **Badge pickup** Badge pickup will be available Tuesday thru Saturday. Anyone registering after January 6th 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 Gymnasium (Bldg 4) on the campus of Eastern Florida State College – Titusville. You can register and access your session selections 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. The trip leader will have a list of session registrants as of the previous afternoon.

Badging/registration area schedule:

Tue., Jan. 21,	12pm-5pm
Wed., Jan. 22	8am-5pm
Thur., Jan. 23	9am-3pm
Fri., Jan. 24	9am-3pm
Sat., Jan. 25	9am-3pm

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

1. Go into your registration form and click the **SAVE my edits** button at the bottom of the page.

The screenshot shows a registration form with a 'Handling Fees' section. It contains a table with one row for 'Handling Fee' with a quantity of 1 and an amount of \$4.95. Below the table is a 'Discount Code' input field. To the right, there is a 'Subtotal' of \$94.95 and a 'Calculate Total' button. A 'Cancellation refund policy' notice is also present. Below the fees section is a 'Contact' section with registration support information. At the bottom of the form, there are two buttons: 'SAVE my edits (will take to Step 3 Payment if money owed)' and 'I can't attend (THIS WILL REMOVE YOU FROM ALL SESSIONS!)'. A tooltip on the right side of the form reads: 'SAVE BUTT Step 2. Registratic SAVE BEFORE LE THIS PAGE Click SAVE BUTT save anytim'.

Item	Qty	Amount
Handling Fee	1	\$ 4.95

Discount Code:

Subtotal \$ 94.95

Total \$ 94.95

Calculate Total

Cancellation refund policy: The Festival reserves the right to cancel, change or substitute an activity if deemed necessary. Click the FAQs link near top of page to review the full cancellation and refund policy.

Contact

Registration Support
1 (321) 2685224
registration@scbwf.org

SAVE my edits (will take to Step 3 Payment if money owed) I can't attend (THIS WILL REMOVE YOU FROM ALL SESSIONS!)

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 my edits** button at the bottom of the page
3. If neither of those actions fixes the problem, please send an email to registration@scbwf.org 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).

D. I WANT TO SEE WHAT'S AVAILABLE, BEFORE I REGISTER

On the Festival's website www.scbwf.org, you can view all of the field trips.

If you need to check availability, the best way to do that is inside of the registration system. You can start a Full Festival registration and be able to see all of the field trips, with full ones so noted. If you leave the page without saving, your registration will not remain in the system; if you do wish to complete your registration, be sure to **SAVE** before leaving the page. If you have saved and not paid, you can use the **I am not attending** button at the bottom of the registration (Step 2) page to wipe your registration from the system.

E. CANCELLATIONS AND REFUNDS

- **Registration Cancellations** received before Dec 8, 2019 will receive a full refund less a \$40 administration fee (NO EXCEPTIONS). These cancellation refunds will be processed between Dec 23, 2019 and Jan 1, 2020. Cancellations received from December 9th, 2019 to January 8th, 2020 will receive a 50% refund less a \$40 administration fee (NO EXCEPTIONS). These partial refunds will be processed by March 1st, 2020. **No refunds will be made** for cancellations after Jan. 8th, 2020 or for no-shows. Cancellations made in January may not be refunded until after the Festival.
- **Overpayment Refunds:** Changing your session selections after paying for your registration might cause "unspent" money to be on your account.
 - You can alter your schedule before the Festival begins.
 - 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, depending on availability. When you add a new event, the system will automatically apply the extra before charging you a balance due.
 - Only if you are an early registrant (registered by 11:59pm on Dec 8th), you may request a refund of overage less a \$20 fee; overpayments of \$20 or less will not be processed and at the end of the Festival the overage will be donated to the *Neta Harris Young Birders* fund. The refund request must be made before Dec 23, 2019 and will be processed between Dec 23, 2019 and Jan 1, 2020.
 - Again – unrefunded overages remain available thru the end of the Festival, and may be applied at any time to register for other events/sessions as availability permits.
- **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. Field trips are only refundable if the Trip Leader decides to cancel and no substitution is made. If a Trip Leader makes a needed change and you choose not to continue on the trip there will be no refund. Cancelled activities that are 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.