

Registration and Event Attendance Policy

By participating in SBAAZ events you are agreeing to accept and abide by the following rules and policies. SBAAZ believes these policies will benefit all families in the program, and will ensure the best possible experience for our families and donors alike.

GUIDELINES & RULES

- 1) When attending a SBAAZ event we expect everyone to conduct themselves in a polite and respectful manner toward all SBAAZ families in attendance, venue staff, event donors, and any general public that may be present. As a participant at a SBAAZ event you are a representative of SBAAZ and are the recipient of other people's generosity—and we expect a courteous attitude.
- 2) When you register to attend a SBAAZ event please do so with the same manner and attitude as you would if you were using your own money to purchase tickets to the event:
 - Verify you can attend before registering (i.e. call your spouse, check your calendar, make sure you can find a babysitter, or be certain you have that day/evening off work).
 - Do not register immediately to hold a spot, only to work out the details later. Canceling event registrations will impact your attendance record, especially cancellations occurring within 48 hours of an event.
 - Once you register for an event, mark it on your calendar so you don't forget.
 - Use the same social courtesies to us as you would to anyone you have made plans with. For instance, if you were to arrange to have dinner with friends and your plans changed you would let them know you can no longer attend. SBAAZ expects to be extended that same courtesy by families canceling on the website (phone calls and texts are acceptable if you cannot get to the website).
- 3) All attendance criteria is final and to be adhered to. For example, friends cannot come to "immediate family only" events, and kids 12 years old and younger cannot come to events limited to ages 13+. **Please do not ask us to make exceptions for your family** as we will have to say no to ensure fairness to all families.

REWARDS SBAAZ families will have the opportunity to be rewarded in two different ways:

1. Families who have good attendance records will be rewarded with exclusive invitations to some of our high profile events throughout the year. Attendance records are impacted by no-shows and any cancellation—primarily cancellations that happen within 48 hours of an event.
2. As a way of thanking our SBAAZ families who participate in our annual walk fundraiser we will extend invitations to some of our higher profile events throughout the year. Also, many families choose to support SBAAZ in a number of other ways throughout the year (e.g. United Way designations, organizing fundraisers, facilitating a corporate gift from their employer, and personal contributions). This support will qualify families for the reward events.

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RESTRICTIONS

If a family fails to show for any event in which they have registered to attend, (considered a “no-show”) they will be placed on a restriction. Restrictions are enforced for one month, and will be put into effect two months following a no-show. For example, if a family no-shows for an event in January, the family will be restricted from attending all SBAAZ events during the month of March. If a no-show occurs in May, the restriction will be in place for the month of July and so on.

It is the family’s responsibility to ensure they read all event details very carefully and fully understand where the location is, how the event registration will be taken, and how tickets will be distributed, if applicable, (e.g. meeting a volunteer, tickets being mailed, or picking up tickets from Will Call). It is the responsibility of the family to ensure their name is marked as having attended the event when attendance is being taken.

REGULAR EVENTS

There will always be a significant number of regular events on the calendar in which all SBAAZ families in the program are invited to attend (excluding families placed on a restriction).

REMOVAL

Families who abuse the program by continually no-showing for events or by conducting themselves in an inappropriate manner will be dealt with on an individual basis. They will face removal from the program if the behavior doesn’t change.

FAQs

What if we have a last minute emergency due to a medical condition and we weren’t able to cancel?

Given the nature of the families that SBAAZ serves, we know at times last minute medical emergencies can arise due to your SB medical condition. We realize that canceling is the last thing on your mind and we will be understanding of that.

Why does my attendance record get impacted when I cancel an event? Don’t you want us to cancel?

As opposed to no-showing for an event, yes—we want families to cancel. However, the impact on our program is still negative. We know from experience that families register for events to ensure they get spots, and then determine later if they can go or if their family even wants to go. We know families cancel for reasons as simple as “We can’t be bothered going now” or “We forgot we have my child’s basketball game on at that same time.” We know families leave it to the last minute to cancel when they have known for days or even weeks that they cannot attend. We are hoping this policy will help people stop, think and plan before registering for events. These measures are designed to ensure the best possible program for all SBAAZ families and the appropriate use of all that we have been so generously given.

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Why does my attendance record get impacted primarily with cancelations within 48 hours of an event?

With more than 48 hours notice, SBAAZ is often able to reallocate canceled tickets to other families. Inside 48 hours makes it more difficult; within a few hours it makes it almost impossible and the tickets end up going unused.

What if there is a mistake on our attendance record?

It is the responsibility of the parents to check their attendance records to make sure it's accurate. If you find a discrepancy, email your local SBAAZ Staff.