

ORGANIZATIONAL POLICY

June 30, 2009 (v3)

WAIT LISTS



When the HSCG offers a product, service, sponsorship or advertising opportunity on a limited or exclusive basis, it can happen that there are more people interested than can be accommodated. In such a case, determining who gets to take the opportunity must be done in a fair and unbiased manner.

CONFERENCE REGISTRATIONS

HSCG Annual Conferences, as well as optional seminars which may be held before or after the conference, have limited, finite seating which varies each year depending on the venue. The Conference Director shall determine the number of attendees that can be accommodated each year. When that number of attendees is reached, the Conference shall be considered “sold out” and the following protocols shall be implemented.

- 1) The HSCG will publicize on the HSCG website and Social Media that the Conference is sold out.
- 2) The HSCG shall create a Wait List to which individuals may be added on a first come, first served basis.
- 3) In order to be added to the list, the person must call the HSCG Office during normal business hours, request to be added to the wait list, and provide contact information.
- 4) If a space becomes available, the next person on the list shall be contacted using the contact information provided. That person shall have one (1) business day to complete the purchase.
- 5) If that person does not respond and complete the purchase within the allotted time, their name will go to the end of the list and the next person on the list will be contacted (per step 4 above).

A person may remove themselves from the Wait List at any time by calling in to the HSCG office and requesting removal. At that time any payment information will be destroyed.

LIMITED OR EXCLUSIVE SPONSORSHIPS

When a premium ad, exclusive sponsorship or other limited or exclusive opportunity has more than one person interested in it, then an official Wait List is started for that opportunity. Names are added to the list in the order on a first come, first served basis.

Once a Wait List is started, deadlines for taking advantage of the opportunity are as follows:

- 1) If there only two people on the Wait List, the first person on the list must be given at least 10 days, but not more than 30 days to finalize payment. If he/she does not finalize payment within the 30 day period, then the opportunity moves to the next person on the list. The time may be reduced if the final decision is time-sensitive.

- 2) If there are three or more people on the Wait List, the first person on the wait list must make his/her decision and finalize payment within 10 days. If he/she does not finalize payment within the 10 day period, then the opportunity moves to the next person on the list.

In all cases, the opportunity is offered to each person on the Wait List in order, until one secures the opportunity or no one on the list decides to take it (at which time it is available to the next person who wants it).

When there are people on a Wait List, only the affirmative action of payment for the opportunity will secure it; a pledge is not sufficient.

WAIT LIST EXCEPTION

Special networking events at the HSCG Annual Conference are not handled per the Wait List selection process above. Because of the nature of these events, it is in the best interests of the HSCG and the Conference to select the biggest and best proposed events, rather than selecting them on a first come, first served basis.

Therefore, should the Conference Director have more than two people interested in special networking events at the Conference, she may set a deadline by which the interested parties must have proposals of their events to her. The Conference Director shall have the right to select events that are most in keeping with the overall goals and objectives of the Conference.

Approved on June 30, 2009
by Board of Directors

History:

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| June 30, 2009 | (v1) Original publication date |
| Oct 7, 2013 | (v2) Amended to include name changes; added section on Conference Registrations, clarified the way wait lists are handled for limited or exclusive sponsorships. |
| July 1, 2018 | (v3) Revised to clarify process for Conference Registration Wait Lists. |