

IMPORTANT INFO ABOUT REGISTERING FOR EVENTS

When filling out the registration form, YOU MUST ANSWER ALL QUESTIONS ACCURATELY! Failure to do so may result in your registration being rejected or cancelled.

You must include the patient's name in the list of family members attending **UNLESS** the child is **NOT attending**.

When you have filled in all the fields, you must choose one of the following to complete your registration:

- a) Proceed to Payment - choose this to pay by credit card
- b) Pay by Money Order - choose this to mail a money order that you buy at the post office or bank to us at 61 Canboro Rd., PO Box 1262, Fonthill, ON L0S 1E0
- c) Pay by E-Transfer - choose this to email your payment to us through online banking
- d) Confirm Your Registration - choose this to complete the registration process when no payment is required.

IF THERE IS A COST AND YOU WANT TO PAY BY E-TRANSFER, you must follow these rules:

- 1) direct your payment within 7 days of registering to treasurer@helpachildsmile.com - failing to do so may result in your registration being cancelled!
- 2) make the security question your child's name plus the name of the event (i.e. Mary Smith ALS or Johnny West Bingemans)
- 3) make the security answer hacs2019 for events in 2019. Next year the answer will be hacs2020 and so on.

IMPORTANT NOTES:

- 1) If you do not receive an email confirming your registration within 15 minutes of completing the process, **CONTACT US** either by calling Joyce at 519-770-8088 or by emailing events@helpachildsmile.com
- 2) Family status guidelines:
 - Active families have a child who was diagnosed or relapsed within the past 4 years.
 - Immediate family members are parents and siblings at the time of diagnosis. If there have been additions to your family, please let us know by emailing jhutson@helpachildsmile.com so that we can update your record.
 - Alumni families are those whose child was diagnosed or relapsed more than 4 years ago.
 - If a child passes, the family remains on our Active list for 1 year after the date of passing, then becomes an Alumni Family.
- 3) **IF YOU ARE GOING TO BE LATE** you **MUST** notify us by a call or text to the event phone at 905-512-6288 **BEFORE** the designated start time of the event or your admittance to the event is **NOT guaranteed**.
- 4) **IF YOUR FAMILY OR SOME MEMBERS OF YOUR FAMILY** are not coming, you **MUST** notify us as soon as you know - there may be other families on a waiting list.
- 5) **YOU ARE NOT PERMITTED TO GIVE YOUR TICKETS AWAY!** If we find someone else using your tickets, you will lose your event registration privileges.
- 6) **IF YOU DO NOT SHOW UP** and you **have not notified us** that you can't make it you will be marked as 'No Show.' **AFTER 3 NO SHOWS**, your family's name will be put on a 'No tickets allowed' list and you will no longer be able to register for events.
- 7) Refunds will be addressed on an individual basis. Contact treasurer@helpachildsmile.com for assistance.