

Hemophilia Association of the Capital Area

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Serving the entire bleeding disorders community

Event Registration and Attendance Policy

The Hemophilia Association of the Capital Area is dedicated to supporting the bleeding disorders community through a variety of programs and services.

With the support of its sponsors and contributors, HACA pays the often significant cost associated with each event. HACA must provide an accurate attendance count to event venues for food, beverage and accommodations. Most costs are charged on a per-person basis and must be paid in advance. HACA cannot recover any amount already paid for people who register but do not attend. Plus, the demand for these events has risen over the years, as have their production costs.

To help ensure that its resources are used efficiently and effectively, and to maximize the opportunities afforded to our members, HACA has established this **Event Registration and Attendance Policy**.

Cancellations, No-Shows and Late Arrivals

No-Show – A “no-show” is defined as anyone (individual or family) who has registered for an event and does not attend without providing advance notification to HACA via email, phone call or text message. No-shows may be required to pay a deposit and/or receive lower priority when registering for future events; repeat offenders may be disallowed from attending future events. No-shows will be contacted by email or phone following an event.

Notice of Cancellation – HACA requires all persons who have registered for an event to provide the chapter with as much notice as possible when they are not going to be able to attend, or when they must change the number of persons registered in their group. We understand that bleeds and sickness happen, so day-of cancellations are accepted but a HACA staff member must be contacted by text or phone call within 24 hours of an event if possible.

Late arrivals - If you are going to be more than 30 minutes late to an event, you must text or call a HACA staff member to let us know (we don't always have access to email at our venues). Their numbers will be provided on the reminder email

Registration Management Guidelines

Starting in September 2025, all registrants for HACA events will be put on a waitlist and chapter staff will reach out within two weeks of the event date to let you know if you and your guests will be given a spot. Priority will go to those who have attended all events they have registered for in last 12 months, and who have arrived in a timely matter (no more than 30 minutes late for more than 3 events in the last 12 months).

Application Receipt Notification: HACA will notify the applicant of the status of their application within two weeks of an event.

Waiting List: All registrants will be placed on the waitlist, and then assigned a spot based on the above criteria. Some will remain on the waitlist if they have no-showed to an event in the last 12 months or have arrived more than 30 minutes late to more than 3 events in the last 12 months. If space becomes available after registration has closed, HACA will offer spaces, in order of priority, to those on the waiting list. Those for whom space is not available will likewise be notified.

Registration Priority will be determined by:

- **Target audience of the event.** Some events have specific criteria for attendance. As one example, there may be an event designed for families that have children ages 10 and under who have a bleeding disorder. When such a criterion exists, priority will be given to HACA members who meet the specified criterion. If the registrants do not meet the criteria for the event, they will be put on the waiting list.
- **No-show history.** Registrants who have been a no-show to any HACA event in the previous 12 months will be placed on the waiting list.
- **History of attendance and participation at other educational events over the past year.**
- **Capacity of the event venue.**

- **Date/time of registration.** All other criteria being equal, registrants will be processed on a first-come, first-served basis.

Overnight Accommodations (Hotel) Guidelines

There are certain HACA educational events that may include overnight accommodations (hotel) assistance and will consist of one room per family for the duration of the event. Families may request additional rooms and/or nights at their own expense (group rates may still be applied). No rooms will be provided to individuals under the age of 21 unless accompanied by an adult age 21 or older. HACA reserves the right to make exceptions to these accommodations guidelines on a case-by-case basis. Events that have an overnight stay associated with them may require a registration fee per family.

No-show Consequences – If a member has been a no-show to an event where HACA has provided a room in their name within the past two years, HACA will require the member to use their credit card in order to make their hotel reservation. This requirement will be removed two years after the latest no-show occurrence.

Other

Travel Assistance is offered to HACA events, upon request, in the form of gas cards. These will be distributed at the event. Uber Vouchers are also available on a case by case basis and only for educational events (not social events such as the picnic or holiday party).

Attendance: All attendees of HACA events are expected to be present at all event sessions. Attendees who leave early will forfeit any travel assistance and may be placed on the waiting list when registering for future events.

Updated and approved, September 2025