

BIGGEST WEEK IN AMERICAN BIRDING 2016

REGISTRATION DESK & SALES TABLE INSTRUCTIONS

Upon arrival at Maumee Bay Lodge & Conference Center, pick up your registration materials from the Registration Desk.

Registration Desk Procedures

1. Each attendee receives
 - Name Badge
 - Lanyard
 - Festival Bag
2. Name Badges are divided into two boxes: one box contains all general registrations (attendee box); the second box contains badges for volunteers, speakers, leaders/drivers, vendors, sponsors and press.
3. Ask the registrant if they are a general registration and, if so, look for their badge in the attendee box. Be sure to verify city and state if you have more than one badge with the same name.
4. If you are unable to locate their badge, check the alphabetical list containing the names of volunteers, speakers, leaders/drivers, vendors, sponsors, and press. This list also contains the items each category receives.
5. If their name does NOT appear on this list, ask them if they have a copy of their confirmation receipt. If they do not have it in their possession, alert a member of the Registration Team so they may look up their information on the laptop.
6. Walk-Ins (not pre-registered attendees): Registration fee is \$40 (BSBO Member \$25) which includes the following:
 - Name Badge, Lanyard & Festival Registration Bag
 - Ability to participate in the Magee Marsh guided walks at 8 and 10:30AM daily (by showing their badge)
 - Evening socials
 - Ability to pay for ONWR programs at the door, space permitting. We can also sell them a seat at keynotes, van field trips and canoe trips, space permitting.
7. If they wish to proceed with registering for the festival, have them complete a registration form (on the clipboard) and pay the registration fee(s) at the Sales Table. After paying, make them a name badge, attach it to a lanyard, and hand it to them along with a festival registration bag.
8. Van Wait Lists – Wait lists for van trips are maintained on a clipboard at the Registration Desk. If a registrant wishes to have their name placed on the list for a trip, have them complete the wait list on the clipboard. Inform them that they will need to be onsite at Maumee Bay Lodge before 6AM to see if a vacancy occurs (no show or cancellation). Payment for the trip should be made upon returning to Maumee Bay Lodge at the Sales Table.

9. Volunteers, Speakers, Leaders/Drivers, Vendors, Sponsors and Press

The alphabetical list contains the names of these individuals. As part of their registration, each of these attendees receives a different item or items at no charge (in addition to name badge/lanyard) as follows:

- Volunteers – Volunteer T-shirt, Festival Bag
- Speakers – Speaker Gift, Festival Bag
- Leaders/Drivers – Yellow Hat, Volunteer T-shirt, Festival Bag
- Vendor – Name Badge Only
- Sponsors – Festival Bag
- Press – Festival Bag

Locate their name on the list, verify the item(s) they are designated to receive, and provide them to the attendees.

Sales Table Instructions

1. Volunteers staffing the Sales Table are responsible for selling Biggest Week festival t-shirts, books, processing walk-in registrations, specific activity/event fees (if space is available) and raffle tickets.
2. T-Shirt sizes are available from Small to XL, and a limited number of 3X and 4X.
3. Sales Tax is included in the total price.
4. POS Cash Register/Credit Card Machine – Laminated instructions are next to the cash register. A Registration Team member will assist you with the transaction(s) until you are comfortable with the process.