

## BIGGEST WEEK IN AMERICAN BIRDING 2018

### REGISTRATION DESK & SALES TABLE INSTRUCTIONS

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

#### **Registration Desk Procedures**

1. Each pre-registered attendee receives a
  - Name Badge
  - Lanyard
  - Festival Bag
2. Leader/Drivers, Vendors & Sponsors DO NOT receive a Festival Bag.
3. 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, dignitaries, and press.
4. Ask the registrant for their last name and 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.
5. If you are unable to locate their badge in the attendee box, check the alphabetical list containing the names of volunteers, speakers, leaders/drivers, vendors, sponsors and press. This list also tells you which items each person receives, depending on which registration category they are in. (See Item #9 below for additional information about these registrants.)
6. 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 Registration Desk Team Leader so they may look up their information on the laptop.
7. Walk-Ins (not pre-registered attendees): Registration fee is \$25 (same for members!) which includes the following:
  - Name Badge, Lanyard, & festival Visitors' Guide (**NO FESTIVAL 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 van field trips and canoe trips, space permitting. – Note that there are no wait lists kept (except for van trips). (See item #8 below for additional information about Van Wait Lists). For keynotes and workshops, there is only admittance at the door at the time of the event, space permitting; they may pay cash or by check at the door. Checks made payable to BSBO.

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 they have paid, make them a name badge, attach it to a lanyard, and hand it to them along with a festival Visitors

Guide. NOTE: If the Sales Table is not staffed at the time a walk-in registration occurs, Reg. Desk staff will have to process the sale.

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). If they are able to attend a trip, they should pay for the trip at the Sales Table after they return to Maumee Bay Lodge.

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 name badge with lanyard and the additional items according to their particular registration category, as follows:

- Volunteers – Volunteer T-shirt, Festival Bag
- Speakers – Speaker Gift, Festival Bag
- Leaders/Drivers – Yellow Hat, Volunteer T-shirt (NO FESTIVAL BAG)
- Vendor – Name Badge and Lanyard 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. Training for processing sales at the Sales Table is handled by BSBO staff prior to Biggest Week.
2. 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. NOTE: If the Sales Table is not staffed at the time a walk-in registration occurs, Reg. Desk staff will have to process the sale.
3. T-Shirt sizes are available from Small to XL, and a limited number of 3X and 4X.
4. Sales Tax is included in the total price.