



## STATE LEADERSHIP SEMINAR – FREQUENTLY ASKED QUESTIONS

### WHERE DO I FIND IMPORTANT SEMINAR INFORMATION, LIKE THE DATE AND LOCATION, REGISTRATION FEE, LOCAL CONTACT, AND HOW MANY STUDENTS WE CAN SEND?

You can find this information by logging in to the online registration system at [HOBY.org](http://HOBY.org) with your school ID and password. You can log in for this information without registering a student.

### WHAT DO I NEED TO REGISTER OUR STUDENTS?

Be sure your selected students have completed the Registration Worksheet before registering online. Payment need not be made at the time of registration.

When ready to pay, simply log back in with your school ID and password and complete the payment process. Please note that a student is not officially accepted into the program until the registration fee is received and processed.

### BY WHEN DO I NEED TO REGISTER?

As soon as possible since space is limited. After the guaranteed acceptance date of December 2, 2016, online registrations are accepted on a space-available basis. Registration closes when Seminars reach capacity.

### WHAT IF I DON'T HAVE MY HOBY SCHOOL ID AND PASSWORD?

**Only school administrators should register students online.**

Please send an email to [registration@hoby.org](mailto:registration@hoby.org) with the subject line "School ID Request" and the following information:

- High school name
- The school's complete mailing address with city, state & zip code
- The school contact's name
- The school contact's phone number and email

Your HOBY school ID and password will be emailed to you. *Please secure the confidentiality of the school ID and password.*

### WHO PAYS THE REGISTRATION FEE?

The registration fee may be paid by anyone (including the school, community organizations, PTOs, sponsors, or parents) and may be split between two or more entities. Payment can also be made in installments.

### HOW DO I SUBMIT PAYMENT?

1. Credit Card: Pay through our online registration system.
2. Check: Print your invoice from the online registration system. Checks should be made out to "HOBY" and sent with the invoice to:

#### HOBY Registration

31255 Cedar Valley Drive, Suite 327

Westlake Village, CA 91362

3. Purchase Order: Enter your purchase order number online, and then print and provide the invoice to your school's Accounting Dept. for payment. Please do not mail unpaid purchase orders to our office unless a signature or another form of verification is required.

### WHAT HAPPENS AFTER STUDENTS ARE REGISTERED & PAID?

Once full payment is received and processed, your students will receive an email confirmation stating they have been officially accepted into the program. Four to six weeks prior to the seminar, your students will receive detailed information about the seminar (where to go, what to bring, what to expect, etc.), plus additional forms for parents to complete, directly from the local leadership team. If materials are not received within this time frame, please log in to our online registration system for your local HOBY contact information.

### WHAT IS THE REFUND POLICY?

No refunds will be issued, so please select and register as many alternate students as you can in case your registered, attending students cannot attend.

### WHAT IF THE STUDENTS I REGISTERED CAN NO LONGER ATTEND?

Your alternate students can easily replace the registered students and payment will automatically be transferred. Simply log back in to the online system and follow the instructions to replace the registered student with the alternate. If an alternate student was not initially selected and submitted online, you may enter your alternate student's information, and then replace your registered student by following the instructions online.

### WHAT IF I HAVE MORE QUESTIONS NOT ADDRESSED HERE?

Please reach out to your local seminar contact for seminar-related inquiries, and email [registration@hoby.org](mailto:registration@hoby.org) or call 818-851-3980 x400 for registration or payment-related inquiries.