

Registration FAQ

Frequently Asked Questions for the Bridge Conference

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Registering Yourself and/or Your Team

How do I register?

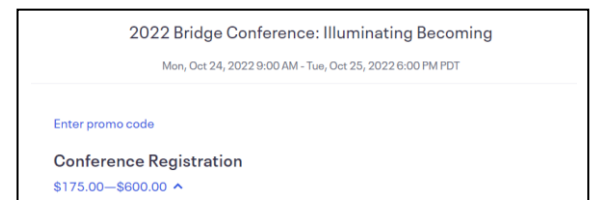
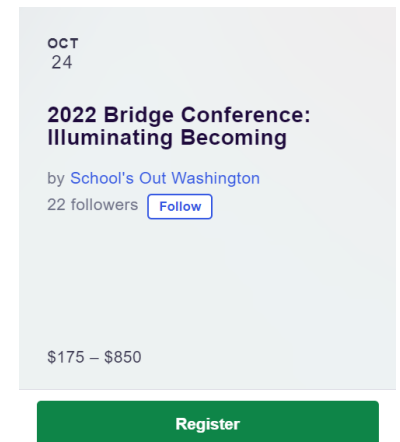
1. **Navigate to the [2022 Bridge Conference Eventbrite Site](https://2022bridgeconference.eventbrite.com/)** (<https://2022bridgeconference.eventbrite.com/>)
2. **Click on “Register”** on the top right-hand side of the Eventbrite site.
3. **Reflect on who you are registering.**
 - a. *Are you registering only yourself or your team?* – if 4 or more people from your team plan to register, consider taking advantage of the Team Special (Group 4+).
 - b. *Do you have a Promo Code?* If so, enter your Promo Code before clicking “Checkout.”
4. **Complete registration questions** and submit checkout.
NOTE: each registration must be submitted with a unique email. If you are registering other staff, please use their specific email.
5. **Check your email inbox for your Order Confirmation Email.** This is the email you provided during registration. If you do not see the Order Confirmation, do check your Junk or Spam box. If you are unable to find it, please reach out to bridge@schoolsoutwashington.org to confirm your registration.

Where do I enter my Promo Code?

1. Click on “**Register**” on the top right-hand side of the Eventbrite site.
2. Locate and click on “**Enter Promo Code**” at top of the screen.
3. Enter your Promo Code and click “**Apply**” to include at checkout.
4. Continue selecting your ticket type and select “**Checkout.**”

How can my team use the Team Special (Group of 4+)?

We recommend you getting your team all together to register before completing your registration process. You must have at least 4 tickets at checkout to use this offer. **NOTE: The Team Special (Group 4+) unfortunately cannot be applied retroactively if you have already purchased your ticket.**



Can I combine discount offers (e.g., Early Bird Rate with a Promo Code)?

No, **you cannot combine discounts or special offers**. You will not be able to combine the Team Special or Early Bird Individual Rate with other offers like a Promo Code.

Can I register two (or more) attendees using the same email address?

No, registering two individuals with the same unique email will cause a duplicate registration. This causes an error with your order in Eventbrite. Please use a **unique email for each specific registrant** for the Bridge Conference.

Can I reserve registration spots without having staff confirmed at the time of registration?

No, you cannot reserve registration spots for unconfirmed staff. It is not possible to register with blank contact information about the registrant. You must have a unique email submitted with a specific registrant name at checkout. You can always transfer registration to a different individual through the [Registration Request Form](#).

Registration Policies

Can I change or cancel my registration?

Yes, you may change or cancel your registration in Eventbrite. Navigate to your **Order Confirmation Email** and set up your Eventbrite Account. [Log In to Eventbrite](#) to update your order. Click on your order for the “**2022 Bridge Conference**.” Then click the “**Edit**” link (on the right) to get started. If you still have difficulty changing your order information, look to the left and click “[Contact the Organizer](#)” to send a message to us. For more details on updating registration in Eventbrite, use the following **Eventbrite Help Links**: [How can I update or edit my registration?](#) & [How can I request a refund?](#)

Will I receive a refund if I cancel my registration?

It depends on when you cancel. Registration cancellations will receive:

- **PARTIAL REFUND**, if sent **by Friday, September 30, 2022**. These requests are subject to a 10% cancellation fee, and you will be refunded 90% of the total cost of your registration. (e.g., an individual will receive a refund of \$495.00 for a \$550.00 ticket)
- **NO REFUND**, if sent **after Friday, September 30, 2022**. This is considered a late cancellation. However, see question below, to learn more on how to transfer your registration to another participant.

Can I transfer my registration?

Yes, if you would like to **transfer your registration to a different individual**, please have the new attendee submit the request through the [Registration Request Form](#). That way, we can ensure the full contact and registration information for the new individual. Please email us at bridge@schoolsoutwashington.org if you have not received a response to your request within **5-7 business days**.

Scholarship Information

I am seeking financial support — Can I request a scholarship?

Yes, if you are interested in receiving information about scholarships, please fill out this [Scholarship Interest Form](#). Because this is a nonprofit conference, we have limited scholarships available and at this time those scholarships are reserved for specific initiatives. We will contact you as soon as possible if additional funds become available. Our goal is to notify potential scholarship recipients at least one week prior to the conference.

I am a WA State School-Age Licensed Care Provider — Can I receive training reimbursement?

Yes, if you have a STARS ID you can qualify for DCYF Training Reimbursement. For School-Age Licensed Care Providers seeking reimbursement, please click here to request your [DCYF Training Reimbursement](#) or contact our statewide training team for more information at training@schoolsoutwashington.org

My organization is affiliated with School's Out Washington and has Promo Codes to attend – How do I find out our Promo Code information? Connect with your organization lead or your SOWA contact, such as: for **BSK** contact *Kimmy Nguyen* at knguyen1@schoolsoutwashington.org, for **OSPI** contact *Lindy Ah Sam* at lahsam@schoolsoutwashington.org.