



# Program Guidelines

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The Virginia Hemophilia Foundation (VHF) strives to provide programming to “constituents” that is relevant, educational, fun, interesting, and accessible to those individuals living in the territorial jurisdiction of VHF; which includes the State of Virginia, with the exception of the following: The cities of Alexandria, Fairfax, Falls Church, Herndon, Manassas, and Vienna and the counties of Arlington, Fairfax, Fauquier, Loudon, Prince William and Stafford.

Over the last several years VHF has seen an increase in participation numbers and increased costs. Many of our programs have a limit on capacity (i.e. summer camp – 60 campers). We love to see each and every one of you at our programs, including individuals from the neighboring chapters. In order to continue educational, creative and popular programming VHF has enacted the following program guidelines to maximize attendance, encourage fiscal responsibility, and ensure VHF has a fair and equitable registration system.

## RSVP Management Guidelines

VHF reserves the right to determine one’s place/number on an RSVP list by:

1. Constituent standing
2. Date/Time of registration
3. Address
4. No-show history
5. Dual role – industry/consumer
6. Attendance at additional educational events over the past year

- **“Constituents” definition** – Shall include persons with an inherited bleeding disorder or members of their immediate family/household member.
- **“Bleeding disorders” definition** – Bleeding disorders are a group of conditions in which there is a problem with the body’s blood clotting process. They are characterized by extended bleeding after injury, surgery, trauma or menstruation. Bleeding can also begin on its own. Specific inherited bleeding disorders can include: hemophilia A (factor VIII deficiency), hemophilia B (factor IX deficiency), von Willebrand disease (VWD), platelet disorders, and rare factor deficiencies including I, II, V, VII, X, XI, XII, XIII.
- **“No-show” definition** - One that reserves a space, does not attend, and does not cancel their reservation prior to the event.

**No-Show Guidelines** – VHF will require a \$25 fully-refundable deposit to accompany any future reservation if a member has RSVP’d for 2 events in a 12-month period and not attended or notified VHF. Once a member has had less than 2 “no-shows” in a 12-month period, the deposit will be waived.

**Hotel Guidelines** – VHF will occasionally provide hotel assistance for select educational programs (i.e. annual meeting and advocacy training). The hotel assistance provides a one-night; one-hotel room stay per family for those who live more than 30 miles away from the meeting site. Families may request additional hotel rooms and/or nights at their own expense. No hotel rooms will be made for individuals 20 and younger.

Some families may be larger than what a typical hotel room can accommodate and 2 hotel rooms may be needed for these families. For those families that need more than one hotel room and are unable to financially afford the cost, families may submit a formal request for hotel financial assistance that will be reviewed by the patient assistance committee. Families must be

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able to attend the entire meeting to be eligible for assistance. The application can be found on the VHF website.

**Hotel No-Show Guidelines** - VHF will require members to use their credit card number to reserve hotel rooms at overnight programs and events if they have “no-showed” to an event within the last two years where a hotel room was being held in their name. After the two-year period this requirement will be waived.

**Camp Guidelines** – VHF contracts with Camp Holiday Trails to offer a summer camping experience for children from 7-17 years. Cost per child is \$560+. VHF is financially responsible for all children who are confirmed within two weeks of camp. If a child “no-shows” or cancels within two weeks of camp, you **may** be responsible for reimbursing VHF the full camp amount and/or paying Camp Holiday Trails to reserve your spot for the following year.

*Please understand that the purpose of these policies is not to punish anyone, but to ensure that VHF is able to continue delivering quality educational programs for **all** our constituents.*

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