



# 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). 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:

- Constituent standing
  - Date/Time of registration
  - Address
  - No-show and/or late cancellation history (see definitions below)
  - Dual role – industry/consumer (see Industry Guidelines for more details)
  - Attendance and participation at additional educational events over the past year
  - Number of attendees
  - Target audience of event
  - Constituents location of primary bleeding disorder treatment (i.e. Hemophilia Treatment Center (HTC), hematologist, etc. is in Virginia)
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- **“Constituents” Definition** – Shall include persons with an inherited bleeding disorder or members of their immediate family/household member.
  - **“Inherited Bleeding Disorders” Definition** – Bleeding disorders are a group of inherited 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 confirms a space via email, does not attend, and does not cancel their reservation prior to the event.
  - **“Late Cancellation” Definition** – One that confirms a space via email and then cancels after identified deadline for cancellation.

*We understand that emergencies and extenuating circumstances may arise. Last minute cancellations or no-shows for any reason other than illness and/or family emergencies will be documented as such. VHF reserves the right to evaluate on a case-by case basis.*

*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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**Registration, Cancellation, and No-Show Guidelines** - It is important that VHF staff is aware of all people registered for events since events are often paid on a per person basis. This enables staff to provide an accurate count for food and beverage to event venues, to guarantee that the proper amount of tickets are purchased, and to ensure we are being good stewards of sponsorship money.

**We ask VHF members who may need to change or cancel their registration status and details for an event to provide as much notice as possible:**

- **Notice of Cancellation** – VHF requires all persons who have confirmed a space at an event to provide VHF with as much notice as possible when they are not going to be able to attend, or when they must change the number of persons registered in their group. Some events may have a specific cancellation deadline (i.e. events with an overnight hotel stay, events with admission tickets, summer camp, etc.)
- **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.

**Attendance and Participation Guidelines** - Anyone who is staying at the meeting space and/or registered for the event is expected to participate and attend all sessions.

**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 able to attend the entire meeting to be eligible for assistance. [The application can be found here.](#)

**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 Youngblood 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.

*If you have any questions or concerns about the above guidelines please contact VHF at 804-740-8643 or [info@vahemophilia.org](mailto:info@vahemophilia.org).*