

## **Attendance Expectations**

Quality service for A Combat Veteran's Hope (ACVH) Veterans is our priority. Please take a few minutes to review our policy regarding event “no-shows.” If you have any questions, please let us know.

## **Definition of a “No-Show”**

ACVH defines an event “no-show” as any event in which the Veteran or family member has registered and either:

- Does not arrive to the event.
- Cancels with less than 48 hours’ notice.

## **Impact of a “No-Show”**

Not showing up to an event has a significant negative impact on our organization and the service we provide to our Veterans. When a Veteran or family member that has registered for an event “no-shows” it:

- Is unfair (and frustrating) to other Veterans and family members that could have otherwise participated;
- Potential loss of donor dollars; and
- Disregards the time and work efforts committed by ACVH staff to ensure a quality event for all participants.

## **How to Avoid Getting a “No-Show”**

1. Confirm your event registration
2. Give at least 48 hours’ notice of cancellation for a single day event
3. Give at least 14 days’ notice of cancellation for a multi-day event

ACVH will attempt to contact you at least two business days before your scheduled event by email, phone, or text to confirm your participation. If we are unable to speak with you, we expect you to confirm your attendance with the event organizer by any of the means. Failure to confirm your attendance may result in you being denied the opportunity to attend the event.

If you are unable to attend an event, you should give ACVH at least 48 hours’ notice of cancellation to avoid a “no-show.”

## **Consequences of a “No-Show”**

If you have 3 or more “no-shows” within a 12-month period, you may be placed on a 90-day discretionary hold from participating in ACVH events. You will be informed of this action via phone and/or email.

If you are placed on a 90-day discretionary hold, you may not be able to participate in other ACVH events that you might be registered for.

“No-shows” are one of many factors that may impact your selection for event attendance.