

INTERNATIONAL QUILT FESTIVAL - HOUSTON 2021

ENROLLMENT INFORMATION & FAQs

7/20/21

REAL TIME, ONLINE ENROLLMENT WITH IMMEDIATE EMAIL CONFIRMATION

ALL enrollments must be made online. There are no options to mail or fax a form in. Enrollment will remain open 24 hours a day once open in July and continuing through the show. You may review or update your schedule at ANY time **with your confirmation number**. Please review the refund/cancellation policies below.

Badges will be printed onsite at specialized kiosks when you arrive to check-in. Your badge will provide admission to the show floor and should always be kept with you. Present your badge along with your proof of enrollment—in either print form or displayed on your phone from the online enrollment process—to enter all classes, lectures, and special events.

WAITLIST NOW AVAILABLE FOR ALL CLASSES/EVENTS

Once a class is sold out you will see an option to join the waitlist. You may only select **one** item from each drop-down menu. This means if you choose to be on the waitlist for a class, then you may not also register for a class in the same grouping.

At such time as a class/event reaches capacity, a limited Wait List option will be available to those trying to enroll. Should a cancellation occur and a slot become available, a link will be emailed to the first person on the Wait List with instructions that they have twelve hours to modify their schedule online to take advantage of the opening. Lacking a response within that time frame, a second email will be sent to the #2 person on the Wait List with instructions that they have twelve hours to modify their schedule online, and so on. At that point, whoever accepts the open slot first will be awarded the class/event.

As of Sunday, October 24, the timeframe for Wait List notification changes to one hour (replacing the twelve hours). PLEASE NOTE: if you have booked yourself for another event for the time slot of the Wait Listed class/event and do not want to incur the cancellation fees as outlined below in the Refunds/Cancellation Fees section, you may choose to not accept the Wait Listed class/event.

HOW TO ENROLL

Go to <https://www.quilts.com/quilt-festival/quilt-festival-houston/all-classes/>

Click on the blue ENROLL NOW! ribbon in the beige box.

IMPORTANT! BEFORE YOU START THE ENROLLMENT PROCESS

Please have your class selections ready **prior** to starting your registration. You will have a limited amount of time to complete your registration. Please refer to the infographic for additional notes. Each person must use a unique email address. Duplicate use of an email address will not be allowed to register.

ENROLLMENT INFORMATION

In order to attend any of the classes or special events listed in this catalogue, you must pay the overall enrollment fee of \$60 (includes repeat admission to the show and entrance to VIP Preview Night, plus a complimentary official show pin and show program, Q²) AND the associated fees for each class, lecture, or special event. The enrollment fee is non-refundable.

*Exceptions are noted with *** in event listings and include: Lectures. Tickets may be purchased at the door (up to capacity). Please note that if you do not pay the enrollment fee you will need to purchase a daily ticket to access the show floor.*

CONFIRMATION OF ENROLLMENT

- Upon completion of your enrollment, you will receive a confirmation email listing of your confirmed classes, lectures, and events.
- You may make changes to your enrollment at any time using the link provided in your confirmation email with your confirmation number.
- Badges will no longer be mailed prior to the show. Please bring your enrollment information to the kiosks in the enrollment area to print your badges and pick up your items.

NOTES

- There is NO enrollment deadline. You will be able to make changes throughout the show.
- Enrollment office contact info: Call 1-877-5-QUILTS or 1-877-578-4587, Mon.-Fri., between the hours of 9 am-1 pm, central U.S. time to speak to an enrollment representative.

TOUR GROUPS

If you have already paid your admission to the show through a tour group, please email enrollment@quilts.com with your confirmation number and the tour group name. Once the payment from your tour group is verified, we will apply the appropriate refund to your card.

REFUNDS/CANCELLATION FEES

Changes, cancellations, and refunds must be processed through the online registration system. The refund policy is as follows:

- 100% refunds available until September 24, 2021.
- 50% refunds available September 25- October 8, 2021.
- 25% refunds available October 22 through the show.
- Refunds for medical/family emergencies will be handled on an individual basis. Please contact enrollment office directly to request refund due to emergency or medical reasons.
- Refunds for serious dissatisfaction will be considered only for a class that has produced multiple complaints. Requests for refund must be received in writing at the show, within two hours of the conclusion of a morning class or by the next morning for afternoon/evening classes. Requests must be received at the Education Office, Room 340. Again, refunds for dissatisfaction will only be considered if multiple complaints are received. The percentage of refund will be at Quilts, Inc.'s discretion.
- If cancelling your online enrollment, the \$60 enrollment fee is non-refundable.

CANCELLATION OF A CLASS BY MANAGEMENT

Occasionally, because of illness or other emergency, a teacher has to cancel an entire class at the last minute. We try to find a replacement teacher, but give you the option of a full refund (including enrollment fee if this is your only class) or taking the same subject from a different teacher.

SHOW CANCELLATION/REFUNDS/PANDEMIC-RELATED

If the 2021 International Quilt Festival in Houston must be cancelled because of Pandemic-related or other reasons that restrict the use of the George R. Brown Convention Center, refunds will be made for class, lecture, or event fees less the \$60 enrollment fee, which covers registration and processing costs. However, we do not anticipate cancellation, and look forward to welcoming you back to Houston for a great show experience!

SELLING OF UNWANTED CLASSES

Once onsite, should you change your mind on a class and want to sell it for full value, you are encouraged to post it "For Sale" on the bulletin board by the 2nd floor Enrollment kiosks. These transactions are strictly between individuals and do not involve Quilt Festival. Appropriate forms will be available onsite.

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