

# No-Show Policy for Classes and Events

## Background

Classes and events are an important part of our maker space community. For many of these activities, we are constrained on the number of available seats and we often end up with waiting lists. This is particularly true for free classes required for member sign-offs on tools around the shops.

Because of our growth and the demand for these classes, we need to establish a reasonable policy to discourage no shows. When a member no-shows or cancels at the last minute, it deprives other members of the opportunity to participate in the class and is a waste of our instructors' time. Therefore, we are immediately implementing the following actions to address this problem.

## Recommendation

When a member RSVPs for a class and either doesn't show up or backs out less than 36 hours prior to the event, they will be considered a NO SHOW for the event.

When a member shows up 10 or more minutes late for a class, they will be considered a NO SHOW for the event.

For paid classes, NO SHOW attendees forfeit the class fee. Instructors will be compensated as if the NO SHOW attendees were present.

When a member is flagged as a NO SHOW for a free class or event with attendance limits, they will be assessed a NO SHOW fee that is immediately due and payable. Registrations for future classes will be canceled immediately and the member will not be admitted to future classes until the fee is paid in full.

## NO SHOW Fee

First occurrence: \$20

Second occurrence within six months: \$40

Third and subsequent occurrences within six months: \$50 per occurrence

## FAQ

Q1: "But I had a REALLY good reason for not showing up."

A1: Life happens. For late cancellations, you may post a comment or send a private message to [info@tampahackerspace.com](mailto:info@tampahackerspace.com) to explain the cancellation. If you simply didn't show up, there is almost no reason why you couldn't communicate. This is compounded if you took the time to schedule a future class but didn't change the RSVP on the existing. Circumstances will be considered on a case-by-case basis but the bar is high. Because stuff happens, the first occurrence is assessed far lower than subsequent occurrences.

Q2: "Someone else canceled at the last minute and I already made other plans or didn't realize I had been promoted from the waitlist."

A2a: If the cancellation was less than 12 hours before the event, let someone know so we can mark you as "didn't go". When this happens, it doesn't count as a NO SHOW.

A2b: If you made other plans and are on the waiting list, please proactively change your RSVP to "Not going" to avoid the problem and let the next person in line have a shot at the class with as much notice as possible. Also, be sure you are receiving notices from meetup. Yes, they're noisy but if you turn off notifications, you need to check your meetup account when a class is coming up for which you're waitlisted.