

# Frequently Asked Questions (FAQ) – SCHOOL ADMINISTRATORS

## WHEN AND WHERE ARE THE HOBY SEMINARS?

Seminars take place annually between April and June. Please log in to the online registration system at HOBY.org with your school ID and password to find your specific seminar date, location, and local contact. Check back if your seminar information is not yet available.

## HOW MUCH IS THE REGISTRATION FEE AND HOW MANY STUDENTS CAN I REGISTER?

Please log in to the online registration system at HOBY.org with your school ID and password to find your seminar's registration fees and number of students you can register.

## BY WHEN DO I NEED TO REGISTER?

As soon as possible since space is limited. After the guaranteed acceptance date of December 8, 2017, online registrations are accepted on a space-available basis. After December 8, if you are able to log in to the registration system and register a student, the Seminar is still open.

## WHAT IF I DON'T HAVE MY HOBY SCHOOL ID AND PASSWORD?

Your school ID and password are included in the envelope containing your Registration Kit. If you no longer have this information, please send an email to [registration@hoby.org](mailto:registration@hoby.org) with the subject line "School ID Request" and the following information:

- High school name
- School's complete mailing address with city, state & zip code
- School contact's name
- School contact's phone number and email

Your HOBY school ID and password will be emailed to you.

**Please secure the confidentiality of the school ID and password, as only school administrators should have access.**

## WHO PAYS THE REGISTRATION FEE?

The registration fee may be paid by anyone (including the school, community organizations, PTOs, sponsors, or parents) and may be split between two or more entities. Payment can also be made in installments.

## DO I HAVE TO PAY THE REGISTRATION FEE AT THE TIME I REGISTER MY STUDENT?

No. You may pay the registration fee at a later time. When ready to pay, simply log back in with your school ID and password and complete the payment process. Please note that a student is not officially accepted into the program until the registration fee is received and processed.

## HOW DO I SUBMIT PAYMENT?

There are only two forms of payment accepted.

1. Credit Card: Pay through our online registration system.
2. Check: Print your invoice from the online registration system. Checks should be made out to "Hugh O'Brian Youth Leadership" and sent with the invoice to:

### HOBY Registration

31255 Cedar Valley Drive, Suite 327  
Westlake Village, CA 91362

Purchase Orders are not accepted as payment, but may be submitted if required by a school's finance/accounting department. Enter your purchase order number in the online registration system, and then print and provide the invoice to your school for payment.

***Please do not mail purchase orders to our office unless a signature is required.***

## WHAT HAPPENS AFTER A STUDENT IS REGISTERED & PAID?

Once payment is processed, your student will receive an email confirmation stating he/she has been officially accepted into the program. Four to six weeks prior to the seminar, your HOBY Ambassador will receive materials containing detailed information about the seminar and additional forms to complete. If materials are not received within this time frame, please log in to our online registration system for your local HOBY contact information.

## WHAT IS THE REFUND POLICY?

No refunds will be issued, so please select alternate students in case your primary student cannot attend.

## WHAT IF THE STUDENT I SELECTED CAN NO LONGER ATTEND THE SEMINAR?

No problem! Your selected alternate student can easily replace the primary student and payment will automatically be transferred. Simply log back in to the online system and follow the instructions to replace the primary student with the alternate. If an alternate student was not initially selected and submitted online, you may enter your alternate student's information, and then replace your primary HOBY Ambassador by following the instructions online.

## WHAT IF I HAVE QUESTIONS OR COMMENTS ABOUT THE NEW DIRECT REGISTRATION PROCESS FOR PARENTS?

We welcome your questions and comments about the new Direct Registration process or any registration inquiries at [registration@hoby.org](mailto:registration@hoby.org).