**REGISTRATION FREQUENTLY ASKED QUESTIONS**

**Q - Something is wrong with the website**

A – Please use Firefox or Internet Explorer for online registration. Other browsers do not always display correctly. If you are still having issues after changing your browser please review our FAQ or send us a detailed list of what you are trying to achieve and the steps you took. Complete our Festival online issue report.

**Q - Payment by cheque**

A - Registration is only available online by credit card. We do NOT accept cheques.

**Q - What is the refund/cancellation policy?**

A - In the case of illness or injury to an entrant, a refund of fees will be made on presentation of a medical certificate. If a class is cancelled by the Executive Director, the fee will be refunded in full. Please check prior to entry submission that there are no personal scheduling conflicts during Festival time.

**Q - When will I receive my schedule?**

A - Confirmations for Scheduling will be available online by mid-February.

**Q – I haven’t received my registration confirmation email? Why not?**

A - If you did not receive a registration confirmation, please visit the student login area and login using your email address (the one you registered with) and the password you created during the registration process. Be sure to check your spam/junk email folder.

**Q - Online registration is not accepting my email!**

A - If you have already started the online registration and decide not to continue with the process, you have still created an account. Go to "Registrant Login " at the top of the home page and login using your email and password you created during previous registration attempts. Once you log in, you will be able to add more classes and your teacher ID number.

**If you cannot login,** you may have typed the wrong email or password. Make sure there are no spaces. Use Firefox as your browser. **If you can login, all successfully registered classes will appear.**

**Q - My teacher did not give me a teacher ID**

A - Continue with your registration. You will be able to add a teacher ID in your "Participant Login"

**Q - Online registration is still not working. Now what?**

A - Have you tried using Firefox as your browser? Have you created an Account?

**Q – Late Registrations**

A- Late registrations will not be accepted. HSMF will notify teachers if the Registration Deadline is extended.

**Q – Spelling Errors**

A – Spelling errors will not be corrected. Please ensure all titles, composers, and personal information is spelled correctly.

**Q- Changing Classes**

A – The Executive Director reserves the right to redirect entries to a more appropriate class. Participants will not be allowed to make changes once registration has closed.