



99th Vancouver Kiwanis Music Festivals

Solo and Small Ensembles Festivals Dates: April 4-30, 2022

FREQUENTLY ASKED QUESTIONS

KEY DATES

Class Registration Deadline: January 31st, 2022

Register at:

<https://events.solarislive.com/VKMFSoloandSmallEnsemble>

VKMF Contact Information: admin@vkmfestivals.org

FAQ

How do I register?

Detailed instructions can be found in this tutorial: <https://www.youtube.com/watch?v=eq-grnGXsSk&t=56s>

Please note, you need to create an account, as an account is required before registering for an event or to access the features.

How can I pay my registration fees?

Registration information is entered online. Once you have completed the online registration information, fees are paid by credit card. Do not use the payment by "Check" option.

Can I get a refund for my entry fees?

Entry fees are non-refundable and non-transferrable.

Why do I need to enter my birthdate?

This information is required for the Festival to be able to ensure you have entered into the correct class. In age defined classes, select your class based on what age you are as of December 31st, 2021.

I am registering for a duet/trio/ensemble. How do I know what age class to enter?

You will enter the class that is the average age of the performers in your group. Please review the details in the syllabus guidelines.

I am registering an ensemble that has six performers, but the registration platform only has space to enter five names. What do I do?

Enter the sixth performer on the same line as the fifth performer i.e. John Smith, Jane Smith.

Can I reschedule my class?

Classes may occur on any day during the Festival event and at any time of day when the Festival is in session. Participants cannot reschedule their class time. By default, classes are scheduled 9:30am-9:00pm, seven days a week.

I don't have a teacher ID. Can I still register?

Yes. This field is optional. If your teacher registers as an account holder, they will be able to provide you with their teacher ID. You can add this ID later to your registration information.

Why am I having trouble with login?

Check that you have correctly entered both your email address and password. Review your password to ensure it conforms to the specifications.

Why didn't I receive my registration confirmation email?

Please first check to see if it ended up in your email junk folder. If you are registering from a school or university these institutions have higher security and may block emails through firewall protections. Sometimes, it can take a few hours for the verification email to be sent to you.

Why am I getting an error message when entering my piece; composer or performance time?

Make sure that you enter numbers or letters only in these fields. For example, if you use “#” instead of the word “No.” or “Sharp” you will receive an error message. Avoid using / : + and other special character symbols.

I missed the deadline. Can I still register?

You will need to contact the Festival administration office by email. For up to 7 days after registration closes, it may still be possible to register if there is room available. If the late entry is accepted, there is a \$40 late fee charge added to registration fees. If, it is after this 7 day period, **ALL** late registration requests will be rejected.

How do I correct a mistake on my name / repertoire title / composer information?

You can correct this information by logging into your Festival account IF it is still before the registration deadline date. No changes to repertoire are permitted after this time. Entries in the wrong class are subject to disqualification from competition. Emailed or phoned-in corrections are not accepted. Once logged in, click on My Dashboard at the top of the page, where you will see all of your registered classes. Click on the pencil sign (-✎) displayed beside the specific class you want to edit. Once edited, click on Update to save the changes.

Where can I find more information about the Scholarship and Awards Program and how to become a contributor to this?

Please visit vkmfestivals.org for more information or contact us by email or phone. We welcome new donors all the time that want to “Inspire Musical Excellence”.

Where can I find additional information?

Please carefully read the General Rules as it provides detailed information. Also, review the Rules and Guidelines section of the syllabus for each instrument/division. Please contact the Festival administration for all other questions.

Festival Administration Contact:

admin@vkmfestivals.org