



YC Alberta 2010 - Registration Guidelines & Tips

IMPORTANT GUIDELINES OFTEN MISSED

- Maximum Online Group Size is 100 registrations. For registering more than this, you must complete multiple registrations.
- American Express is not accepted.
- No Registration Refunds or exchanges will be issued.
- Register only by one method. Those that register online and via fax will not be refunded for multiple seats they are processed for.

Registration Updated Information via Twitter

Stay tuned and Follow www.twitter.com/ycalberta for the latest status of the Registration System all day during registration. We will give you the quickest updates on the status of the System and any other important updates we wish to communicate.

1. Don't delay registering. YC Alberta fills up quickly and we cannot guarantee availability of seating at any time.
2. All registrations through the online system are processed on a first-come, first served basis. Registrations received in our office (mail/courier/fax/in person) are processed in a random order, but are not entered into the system until online registration opens.
3. Don't promise your group seats in a particular area or section. We anticipate well over 13,000 people will register on the opening day, and the floor, lower and upper bowl sections will fill up quickly. We work hard to make sure every seat has a great view and great sound.
4. The maximum group size you can register online per purchase is 100. Larger groups may register as multiple purchases.
5. We only accept VISA and MasterCard for online registration and registrations faxed to our office.
6. We accept VISA, MasterCard, bank drafts, postal money orders and cheques if you are mailing your registration to our office. If paying in person, we also accept direct debit and cash.
7. We do not accept American Express for any registrations.
8. If paying by credit card, make sure you have enough available credit to purchase your registrations (credit card payments can take up to 1 week to be reflected on your account). If in doubt, call your credit card company at the number on the back of your card to confirm that you have enough credit available *and* that they will process charges in the anticipated amount by Extreme Dream Ministries/Productions.
9. If you are sending your registration to our office, we require you include a single church cheque, post office money order, bank draft, or one valid credit card information.
10. If your credit card transaction is not authorized for any reason, we will be unable to process your registration until it is authorized and it may take us up to 48 hours to contact you for instructions.

11. We will not process your registration until full payment is received in our office. Faxed copies of cheques or other promises of payment are not accepted. Please do not send registration and payment separately.
12. NSF cheques or other dishonored payments will result in the immediate cancellation of the entire associated registration. Make sure you have sufficient funds in your account and/or the cardholder is aware of the charge.
13. We do not have access to your credit card account information! We are unable to tell you why a transaction was declined. Please contact your credit card company at the number on the back of your card.
14. Include a clear and legible email address on your registration. You will then receive an email confirmation once your registration is processed.
15. Check your confirmation email(s) and the registration package(s) you receive carefully as soon as you receive them for any discrepancies.
16. Online registration requires a Internet Explorer or Netscape Navigator version 5 or later and uses JavaScript, Cookies and Flash. Please ensure that these are enabled on your system. Please ask your local techie as we are unable to provide technical support.

YC Alberta 2010 Online Registration – Step by Step

Prior to Registration

- Confirm the total number of people you are responsible for registering for YC.
- Confirm that you have enough credit available on a VISA or MasterCard. Call the card issuer at the number on the back of the credit card to make sure. Ask them if they will process an online credit card charge from **Extreme Dream Ministries/Productions** for the total amount of your registration (# of people x \$140 Earlybird Registration rate)
- If you need to make a payment, do it now and confirm that it is processed and the credit is available on your card before registration day.
- Online registration requires a Internet Explorer or Netscape Navigator version 5 or later and uses JavaScript, Cookies and Flash. Please ensure that these are enabled on your system. Please ask your local techie as we are unable to provide technical support.
- If your computer or Internet connection is not reliable, you may want to arrange to have a backup available.

Before 10:00 AM on Opening Day

- Make sure you have your credit card with you.
- Make sure you have your contact information (including full mailing address, email address, and phone/fax numbers) ready.
- Start up or reboot your computer and go to www.ycgeneration.com and click on the link to online registration. [Note: Go Directly to www.ycgeneration.com and not a previously saved bookmark as the page changes for Registration Day. A Splash Page will direct you to the “Registration” area.
- Read the registration screen for any notices or further information.

At or after 10:00 AM on Opening Day

- We synchronize our clocks with the Atomic Time Signal in Denver, Colorado. Most computers running Windows XP or Mac OS X will be accurate to within a few seconds of this time signal. 10:00 AM means 10:00 AM – not earlier.
- Click refresh on your browser (on most computer you can also press F5) to load the registration page at 10:00:01.
 - If you are asked to select an event, please select YC Alberta 2010 and follow the registration instructions.

- If you are placed in the waiting queue, don't refresh your browser until your wait time has completed. Your browser should automatically redirect. If it doesn't, refresh by pressing F5. If you're still having trouble, restart your browser and try again.
- If it is after 10:01 AM and you still see the "Registration Closed" screen, your computer may not be connecting properly to our site and we suggest you restart your Internet Browser and/or your computer.
- Once you select the event, you will do the following in order:
 - Enter your complete contact information (please type carefully as you will not have opportunity to correct this later on).
 - Choose the section you would like to sit in (you may only choose one section per registration)
 - Select the number of seats in each row of that section to a maximum of 100 seats per registration
 - Once you have selected seats you will verify the seating assignments and other registration information and then enter your credit card information for payment. You will have five minutes to complete payment before the seats are released.
 - Please record your confirmation number given on the receipt screen for easier future tracking.
 - Once your registration and payment are processed you will receive an email confirmation from confirmedpayment@extremedream.ca within a couple minutes. If you use a SPAM filter, please make sure you add this email address to your "safe senders" or other list so that it is not filtered out. The confirmation e-mail may have accidentally arrived in your "Junk Mailbox." Please check there. If you do not receive an email confirmation your registration may not have been correctly processed. Please call our office at 780-424-9292 if this occurs.
- If there are any technical issues with the registration system a message will be posted at www.ycgeneration.com and www.twitter.com/YCALBERTA with information and instructions.
- If you run into technical problems with your computer (crashes, connection fails or it does not meet the registration system requirements outlined above), please submit your registration information and credit card number by fax to our office (780-490-7266) and we will process your registration and give you the best available seating at that time.

When Your Registration Package Arrives

- Open the package and make sure the number of tickets and wristbands, the contact/payment information, and the seating assignments match your confirmation. Report any discrepancies immediately.
- Review all the enclosed information regarding YC Alberta. It contains important updates on things like parking, seating assignments, group expectations and general event rules, policies and procedures.
- Record your confirmation number in a safe place.
- Place your registration package in a safe place and tell at least two people with good memories where it is. These should be the first two people that you ask for help when you have lost something important.

Individuals and/or groups who intentionally and/or knowingly register in contravention to our published registration policies or who attempt to circumvent registration procedures may have their registration cancelled at our discretion.

