

UK: Team & Coach Attendance Policy

Overview Hosting a VEX Robotics event takes significant time, resources, and dedication from our Event Partners. To ensure all events run smoothly and that maximum capacity is utilised, teams and coaches must adhere to strict communication and attendance guidelines. We also appreciate that, at times, there will be external factors that mean teams are not able to attend events they had previously committed to. This policy outlines your responsibilities regarding event confirmation, cancellations, and no-shows.

1. Event Communication Expectations

As a registered team, you can expect regular updates from the Event Partner to help you prepare for the competition day.

- **Registration Email:** Upon registering an automated email with an overview of relevant information for the event.
- **1 Month Email:** You will receive an initial email from the Event Partner detailing event logistics, schedules, and any necessary preparations around 4 weeks before the event. Please review this carefully. If you register within 4 weeks of the event, you may only receive the Registration email and the email 1 week prior to the event.
- **1 Week Email:** You will receive a final confirmation email around 7 days before the event. This email will contain important information and requires immediate action from the Primary Coach.

2. 1 Week Email (The 48-Hour Window)

To finalise the tournament schedule and accommodate teams on the waitlist, Event Partners need absolute certainty regarding your attendance. The 1 Week Email will request that you reply and confirm this within a 48 Hour window.

- **Your Responsibility:** Upon receiving the 1 Week confirmation email, you have exactly 48 hours to reply to the Event Partner and officially confirm your team's attendance. After this, no further action is required ahead of the event.
- **Consequence of No Response:** If you fail to respond within this 48-hour window, the Event Partner will attempt to contact you by phone in the 24 hours following. If you remain unreachable, the Event Partner reserves the right to immediately move your team to the waitlist and offer your spot to another team. The Event Partner will also communicate this to the Program Support Team.

3. Cancellations & Last-Minute Dropouts

We understand that unforeseen circumstances and emergencies can occur, but late changes heavily disrupt the tournament schedule and volunteer planning.

- **Standard Cancellation (The 24-Hour Window):** If your team can no longer attend an event, you must contact the Event Partner directly with a valid reason no later than 24 hours before the scheduled event start time. Early notice is always preferred so another team can take your place.
- **Last-Minute Dropouts:** Withdrawing from an event with less than 24 hours' notice is considered a Last-Minute Dropout. While communicating you are unable to attend is better than not showing up without any communication, these late dropouts cause significant logistical challenges on the morning of the event. All Last-Minute Dropouts will be logged and repeated Last-Minute Dropouts will be escalated by the Foundation.

NB: We also recognise that traffic, breakdowns or illness on the morning of an event can cause delays, if you are still attending but running late, please always keep the Event Partner updated with your anticipated arrival time.

4. Failing to Attend (No-Shows)

Failing to attend an event without any proper notification is the most disruptive action a team can take, as it causes delays and unfairly deprives waitlisted teams of the opportunity to compete.

- **No-Show Definition:** A "No-Show" occurs when a team fails to attend the event and has not communicated their absence to the Event Partner in a timely manner before the event begins.
- **Mandatory Reporting:** Event Partners are required to report all No-Show teams directly to the Program Support Team.
- **Further Action:** The foundation actively monitors No Show reports. A pattern of failing to attend events without communication will result in a review of your team's registration status and may impact your ability to register for future VEX Robotics events through a Code of Conduct violation.

