

**SUGGESTED SOLUTIONS to PROBLEMS observed from the REGISTRATION AREA at the HARRISBURG, PA, GYMANFA GANU, August 28 – September 1, 2002**

1. Have an Information Table near the Registration Table, with someone from the host community able to answer questions about the host community.
2. Provide clear maps for the various areas/buildings which will be used during the event. (Perhaps a clearly drawn map indicating a “You Are Here” starting point.)
3. Have large, clear Seminar Room signs, Te Bach direction signs, Marketplace direction signs, etc.
4. Provide a table and chairs where on-sight registrants can sit to fill out their registration forms – preferably near the Registration Table.
5. Have an adequate number of volunteers trained or instructed on what they will be asked to do. At the registration table have assigned tasks – including such things as registration packet distributors, charge card machine operator, name tag printer, ticket locator, and someone in charge of money and change – so that on-site registrations can be done in an organized fashion.
6. Have pre-registration booklets available at the pre-registration table with information on the content of the various Seminars.
7. Be clear on what the policy will be regarding who pays a registration fee (someone attending more than one event?), who gets a name tag (only those who pay a registration fee, or anyone who purchases a ticket for an event?), registration and cost policy for various ages of children, information on whether there is a cutoff date for sale of Banquet tickets – etc. – coordinating these policies with what was done in the pre-registration process.
8. Have a clear refund policy, again coordinating with the pre-registration policy.
9. Provide for ticket sales at the various “public” events (Folk Concert, Grand Concert, Gymanfa’s) and for persons to collect tickets (to be at the event at least an hour ahead, as people attending these events come early!). (Provide microphones for any comments by Concert performers.)
10. Provide song sheets (preferably in large print) for the Gymanfa’s.
11. Many people who pre-register add seminars, tickets, etc. Be clear on how to record these additions.
12. Provide for volunteers to take Seminar tickets at the Seminar room doors, and to check that there are an adequate number of chairs in these rooms.
13. Have Shuttle Service available, and provide clear information on its use.
14. Provide written information and directions to places to eat in the community.
15. Provide in advance, clear instructions about parking for the event, including information about Handicapped parking.