

Dear member of Cph Volunteers!

As a member of Cph Volunteers you play a large and very important part, when volunteering at an event. Without the help of you and other volunteers, holding successful events in Copenhagen would not be possible. Your contribution therefore means a lot, and the responsibility you take on as a volunteer is therefore big.

Unfortunately, we sometimes come across members, who do not show up for the assignments they sign up for. This affects the event, and also the other volunteers, who are forced to take on the duties of the absent member.

The events and member courses we organize for our members also take a lot of preparation and involvement, and are an important and very popular part of what we offer. Coincidentally, there is almost always a waiting list for both, and in cases where registered members do not show up, waiting list members are cheated out of the opportunity to participate in their place. Furthermore, no-shows are also a financial drain on Cph Volunteers, and because of the large amount of members, member courses seminars will now only be available to active members, who have volunteered at an event.

We have made the following guidelines for all members to make sure that all members and partners get the best experiences possible.

The guidelines are effective as from 1 July, 2011.

#### **Absence from events or member courses**

Should something prevent you from doing your task or participating in a member course to which you have signed up, cancellation must be done as soon as possible to the contact person, responsible. You will find information on that person in the material you have received from us or the organizer of the event.

Should you be absent without cancelling, the consequences will be the following:

- The first time you are absent from an event or a member course, you will receive a notification from us. Once you have received the notification, it will be possible for you to send us an objection regarding the absence and possible reason for it, within five days.
- Once you have received a warning notice of absence, you will be placed on the waiting list of future events to which you wish to sign up.
- The second time you are absent from an event or a member course, you will receive an early warning of withdrawal from Cph Volunteers. Once you have received the early warning, it will be possible for you to send us an objection regarding the absence and possible reason for it, within five days. Should you choose not to react to the warning, your name will be withdrawn from the member list at Cph Volunteers.

#### **Absence from member events**

- If you are absent at a member event, you will be placed on the waiting list for future events, where seats are limited.

#### **Change in conditions for participation in member courses**

Participation in member courses will now only be available to active members, who have worked at an event through their Cph Volunteers membership. Upon signing up for a member course, your name will be checked against our member database, where all your tasks have been registered.