

*Sisters* on the *fly*®

# Hostess Guide



## 2019 Who Can Be a Hostess

### For Free Events

Any Sister in good standing

### For Fee-Based Events including Large Events and Independent Events

Must have hosted a fee-based event in the past; or

Must have an experienced Co-Hostess

and

Must be a Sister in good standing with no unpaid fees outstanding

At SOTF we want to make sure that Hostesses have the experience needed to Host events and with Independent Fee-Based Events where you are sending money directly to the Hostesses, we want to make sure that we have experienced known hostesses collecting and accounting for event money to reduce the exposure to our members



## Event Types

- Free Casual Events
  - A free event such as a Meet and Greet or an outing for lunch, a day event such as a museum visit or a casual camping weekend where everyone foots their own costs and shares food
  - An event where money are collected at the time of the event for the sole purpose of paying a single vendor such as a restaurant or a group fee for a movie.
- Independent Fee-Based Events
  - A Sister-Organized and hosted trip or ticketed activity that is expected to generate less than \$5000 in gross receipts.
  - The Hostess collects all fees directly and therefore is responsible for the delivery of the event as described and the safekeeping of attendee money.
  - These events are to be designed to “break even”
  - The costs for this event must include the 10% administrative fee paid to SOTF to help defray insurance, website and other administrative costs
  - All taxes and tax reporting are the responsibility of the Hostess
- SOTF Large Events
  - A SOTF event, trip, or ticketed activity which is expected to generate more than \$5,000 in gross receipts. These events may include a charitable fundraising aspect to them. This will be clearly defined by the hostess.
  - All receipts related to these events are collected and managed by SOTF. SOTF then reimburses hostesses for events costs and pays event vendors based on submitted receipts
  - On occasion, any hostess may request an impressed amount to cover upcoming expenses to alleviate the hostess financial burden of paying for the expense.
  - Any remaining funds from a large event should be donated to a charity.
  - The costs for this event must include the 10% administrative fee paid to SOTF to help defray insurance, website and other administrative costs



## Getting Started

- **Hosting** - If you are thinking about hosting a SOTF event but have never attended one, we think it is a good idea to get one or two under your belt before jumping right in. Even better, you might serve as a co-host before hostessing your own event. Having a co-host is a good idea every time so you have back up just in case .
- **Scheduling** - When picking a date, think way ahead. You will need enough time to get everything lined up and you will want to try and avoid conflicts that will make it hard for people to choose or reduce your desired attendance.
- **Location** - Pick a place that enhances your planned activity, is accessible and not too far out of the way. Become acquainted with the conditions and the available resources (dry camping, expected weather, etc.) and determine a single point of contact for you to work with at that location. Make sure you visit and become familiar with the site and the closest emergency services, food, fuel and water. Gather materials and information about the local area to share with attendees who may be visiting for the first time.
- **Theme** - Keep it simple but remember to make it fun. A theme is not required but helps with planning to narrow things down.
- **Pricing** - Include all the costs and decide what the attendee pays separately, taking into consideration the number of anticipated attendees.
- **Staffing** - Round up some volunteers to help. Hosting can present time challenges so surround yourself with dependable people who are ready, willing and able, but make sure they have all the information they need to be effective.
- **Cancellations and Refunds** – For fee-based events, develop an objective cancellation policy based on both your fixed and variable costs and stick to it. We suggest that if you offer refunds early on during registration, that all monies be nonrefundable 60 days prior to the event. This will help you manage last minute cancellations and the waitlist.

# *Sisters* on the *fly* Gather the Facts®

- Event Name - When you are entering the event name, include the City and State at the end. Example: Sisters at the Keys, Key West, Florida
- Hostess Contact Info - Hostess Name, Sister #, Email and Phone Number
- Event Description
- Costs, Payment Schedule and Refund Policy - (Be sure your refund policy makes sense based on your “sunk” costs such as facility fee or port-a-potty rentals.)
- Summary Itinerary - Provide a short one or two line overview of each day.
- Food Plans
- Special Activities
- Detailed Description
- Additional Location Information
- Any Additional Charged Activities
- Waitlist Instructions
- Event Payment - How to pay. For Independent Fee-Based Events, the hostess will need to state to whom, where and how participants should remit payment.

When you are ready follow the guide called How to Create an SOTF Event on the Website



## Forms Required

Type of Event

Hostess Forms

Attendee Forms

Casual No-Fee Event

Casual Event Agreement

Annual Membership Waiver

Independent Fee-Based Event

- Fee Event Agreement
- Budget Form

Annual Membership Waiver

Large Fee-Based Event

- Fee Event Agreement
- Budget Form

Annual Membership Waiver



## Insurance

- Insurance Policy: SOTF carries two types of insurance policies that apply to official events and the certificates are available by contacting SOTF staff.
  - Liability coverage for official events providing: vendors protection in the event of property damage; injured guests a small medical reimbursement; and, SOTF and its volunteer staff defense if sued for damages. NOTE: Sisters sign waivers and are responsible for their own insurance coverage, i.e., medical for injury and homeowner's policy for defense if named in a lawsuit.
  - Accident coverage for any Sister injured due to an accident while attending an event up to \$25,000 of a Sister's accident medical expense at 100% of usual & customary charges and \$10,000 accidental death, dismemberment & paralysis.



## No-Fee Events

- Gather all your information and create the event on the SOTF website, making sure your Wrangler is in the loop
- Print/sign the required forms and send to [events@sistersonthefly.com](mailto:events@sistersonthefly.com). Include the event name in the subject line
- Begin marketing your event
  - Consider a private Facebook page for attendees
  - Develop an email group for attendees
- Manage your Booking, Waitlist and Cancelations
  - Establish a waitlist using a first in first off method. If an attendee does not have current contact info move to the next Sister on the waitlist
- At least seven (7) days prior to the event send an email to [events@sistersonthefly.com](mailto:events@sistersonthefly.com) with this subject line: [NAME OF YOUR EVENT] Waiver Inventory Request.
  - SOTF will notify you if anyone on the attendee list has not signed an Attendee Agreement, and an electronic waiver of liability. A manual waiver of liability will be emailed to you. Please print it out and make sure the individuals who have not signed electronically complete the manual Attendee Agreement and Waiver upon arrival at the event. You can scan and email the signed forms to [events@sistersonthefly.com](mailto:events@sistersonthefly.com).



## Independent Fee-Based Events

- Gather all your information and create the event on the SOTF website, making sure your Wrangler is in the loop
- Review the Event Budget Form and build your budget, projecting revenues (not to exceed \$5,000) and expenses and include the 10% SOTF administrative Fee.
- Print/sign the required forms and send to [events@sistersonthefly.com](mailto:events@sistersonthefly.com). Include the event name in the subject line
- Begin marketing your event
  - Consider a private Facebook page for attendees
  - Develop an email group for attendees
- Manage your Booking, Waitlist and Cancellations
  - Be sure and use the objective refund policy you posted
  - Establish a waitlist using a first in first off method. If an attendee does not have current contact info move to the next Sister on the waitlist
- At least seven (7) days prior to the event send an email to [events@sistersonthefly.com](mailto:events@sistersonthefly.com) with this subject line: [NAME OF YOUR EVENT] Waiver Inventory Request.
  - SOTF will notify you if anyone on the attendee list has not signed an Attendee Agreement, and an electronic waiver of liability. A manual waiver of liability will be emailed to you. Please print it out and make sure the individuals who have not signed electronically complete the manual Attendee Agreement and Waiver upon arrival at the event. You can scan and email the signed forms to [events@sistersonthefly.com](mailto:events@sistersonthefly.com).
- Prepare any required tax reporting and pay any required taxes (you may want to engage the advice of a tax professional)



## Large Fee-Based Events

- Gather all your information and create the event on the SOTF website, making sure your Wrangler is in the loop
- Review the Event Budget Form and build your budget, projecting revenues and expenses and include the 10% SOTF administrative Fee.
- Print/sign the required forms and send to [events@sistersonthefly.com](mailto:events@sistersonthefly.com). Include the event name in the subject line
- Begin marketing your event
  - Consider a private Facebook page for attendees
  - Develop an email group for attendees
- Manage your Booking, Waitlist and Cancelations
  - Be sure and use the objective refund policy you posted
  - Establish a waitlist using a first in first off method. If an attendee does not have current contact info move to the next Sister on the waitlist
- Submit ongoing receipts to SOTF at [receipts@sistersonthefly.com](mailto:receipts@sistersonthefly.com). Reimbursements will be made within 5 business days for paypal and within 7 business days if a check is required
  - Receipts must include the event name, payee, and paypal account or mailing address as applicable
  - Notify SOTF when you are ready to close the event so that any remaining funds are properly disbursed
- At least seven (7) days prior to the event send an email to [events@sistersonthefly.com](mailto:events@sistersonthefly.com) with this subject line: [NAME OF YOUR EVENT] Waiver Inventory Request.
  - SOTF will notify you If anyone on the attendee list has not signed an Attendee Agreement, and an electronic waiver of liability. A manual waiver of liability will be emailed to you. Please print it out and make sure the individuals who have not signed electronically complete the manual Attendee Agreement and Waiver upon arrival at the event. You can scan and email the signed forms to [events@sistersonthefly.com](mailto:events@sistersonthefly.com).



## **Pets or NO Pets**

- Most of our events are currently not dog friendly events
- Any service animals, which have been registered by the owner with SOTF are welcome at all times. Service Animals are not pets they are properly registered working animals that are individually trained to do work or perform tasks for people living with disabilities
  - If you have a service animal please register it with us at SOTF so we can have record of the animal. This will remove the burden of verifying the service animal from the individual hostesses at the time of the event
- If your event is pet friendly-
  - Please make sure you and all pet owners follow the pet policy posted on the website.
  - Safety for all should be the top priority. Prepare an Injury/Incident, if applicable

As a Hostess, please help us in managing events based on their dog/no dog status. Attendees who choose to ignore the rules should be prepared to be turned away