

Cancelling an Event

When an event is cancelled on or about the event date (usually due to weather), there are several tasks that must be done in order to successfully serve the clubs and the exhibitor.

- ___ Identify all of the events that will be cancelled. This includes Obedience, Junior Showmanship, Rally, associated Specialties, etc..
- ___ Confirm with the club representative which events will be cancelled and which ones will continue (if any).
- ___ Confirm with the secretary/superintendent which events will be cancelled and which ones will continue (if any). If there is a difference from what the club representative has stated, resolve it.
- ___ Inform the club representative and the secretary/superintendent that the AKC will be updating the cancellation page on the AKC website and the cancellation hotline message.
- ___ Follow the directions in Attachment 1: Updating the Cancellation Hotline Message and the Cancellation Webpage
- ___ Once the updates have been applied, inform the club representative and the secretary/superintendent.
- ___ Notify the club representative and the secretary/superintendent that they are still required to complete a show report as if the event were held. Unless all entry fees (minus a processing fee by the secretary/superintendent) are being refunded to exhibitors, the secretary/superintendent must also forward the appropriate recording, service, and event fees to the AKC. Cancelled events are not billed on the automated superintendent invoice so the superintendents must submit a separate payment.
- ___ On the first business day after the event, create a Post2Web request to return the cancellation page to the base page (see Attachment 2: Returning the Cancellation Page to the Base Page) and return the cancellation hotline message to the standard message.

Delaying an Event

When an event is delayed on or about the event date (usually due to weather), there are several tasks that must be done in order to successfully serve the clubs and the exhibitor.

- ___ Identify all of the events that will be delayed. This includes Obedience, Junior Showmanship, Rally, associated Specialties, etc..
- ___ Confirm with the club representative which events will be delayed and which ones will continue at their scheduled time. Make sure that you get exact time that each competition will start.
- ___ Confirm with the secretary/superintendent on site which events will be delayed and the exact time that each competition will start . If there is a difference from what the club representative has stated, resolve it.
- ___ Inform the club representative and the secretary/superintendent that the AKC will be updating the cancellation page on the AKC website and the cancellation hotline message.
- ___ Follow the directions in Attachment 1: Updating the Cancellation Hotline Message and the Cancellation Webpage
- ___ Once the updates have been applied, inform the club representative and the secretary/superintendent.
- ___ On the first business day after the event, confirm Post2Web has removed the cancellation message and returned the cancellation hotline message to the standard message.

Moving an Event

When it is determined that an event cannot be held on or about the event date (usually due to weather), clubs may have the option to move the event to another day. To date we have only allowed clubs to move an event to the following day. Before an event can be moved to another day, there are several steps that must be followed.

- ___ Identify all of the events that the club(s) is interested in moving.
- ___ Confirm with the club representative which events the club(s) is interested in moving. If there is a host club (i.e. all-breed), there must also be confirmation from the host club.
- ___ Confirm with the secretary/superintendent on site the club is interested in moving.
- ___ Review a checklist of the items that must be discussed and agreed upon by the club and secretary/superintendent before making a final decision. If an AKC Executive Field Representative is an attendance they should also be involved in this conversation.
 - Scheduling of rings
 - Scheduling of judges (including overloads)
 - Notification to exhibitors (signage, webpage updates, email, text, social media, telephone, discussion)
 - Exhibitors are eligible for a refund of entry fees up to start of judging for the breed
 - Move ups on the following day may be made as if the moved event was originally approved for the new date
 - Ribbons/Rosettes/Prizes may be awarded for the new date (write new date on back)
 - Discuss with the AKC in Raleigh if new event numbers need to be created
- Request that the AKC representative in Raleigh be contacted once a decision is made about whether to move the event.
- ___ Confirm with the club representative the events that will be moved. For events that will not be moved, follow the directions for Cancelling an Event.
- ___ Inform the club representatives and the superintendent that the AKC will be updating the cancellation page on the AKC website and the cancellation hotline message to reflect the events that are moving.
- ___ Follow the directions in Attachment 1: Updating the Cancellation Hotline Message and the Cancellation Webpage
- ___ Once the updates have been applied, inform the club representatives and the secretary/superintendent.
- ___ On the first business day after the event, confirm Post2Web has removed the cancellation message and returned the cancellation hotline message to the standard message.

— If new event numbers are required, work with the Event Plans department to create the new numbers and provide them to the secretary/superintendent.

Attachment 1

Updating the Cancellation Hotline Message and the Cancellation Webpage This Is Also Used for Delays

There is now a single Weekend Club Hotline that is used by both external users and internal AKC staff. The phone number is 919-816-3955 and a series of prompts will allow a user to select a department and be provided with the name and telephone number to contact in that department. If you are called regarding a cancelled or delayed event, please follow the directions below.

TO MODIFY EVENT CANCELLATION MESSAGE: 877-252-3229

1. First call the Cancellation Hotline to determine if cancellations or delays have already been posted for the current and upcoming days. If they have, please note each of them because you will need to include them in new message you will be recording to replace the current message.
2. Dial ext. 3999 (or 919-816-3999)
3. Enter YOUR extension and ‘ # ’
4. Enter YOUR voicemail password and ‘ # ’
5. Enter 6910#
6. Press 6 ‘ to create, change or delete your
7. Enter 2 to record new message “ Thank you for
Hotline. As of DATE, TIME, the following event (s)
Include both the event you are managing as well as any events for the date and upcoming days that were previously on the message.
8. Press # when finished recording
9. Press 1 to listen to recording
10. If OK, press * then 1 to activate alternate greeting
11. If no good, press 6 & go to step 6.
12. Complete the form found at
https://docs.google.com/forms/d/1RlhR3RSaXcyfRtqMjw14p_sRoHh5yl-eDIIdifSBCu9c/viewform
13. Call or text Steve Passah at 631-793-9079 and/or Stephen Smith at 646-924-6559 to let them know that you have submitted a Post2Web request for a cancellation or delay that needs immediate attention.

Change Back to Standard EVENT CANCELLATION MESSAGE: 877-252-3229

1. Dial ext. 3999 (or 919-816-3999)
2. Enter YOUR extension and ‘ # ’
3. Enter YOUR voicemail password and ‘ # ’
4. Enter 6910#
5. Press 1 ‘ to return to the standard greeting
6. Press 2 ‘ to listen/change

Attachment 2

Returning the Cancellation Page to the Base Page

Complete the form found at

https://docs.google.com/forms/d/1RlhR3RSaXcyfRtqMjwl4p_sRoHh5yl-eDIIdifSBCu9c/viewform and request that the event cancellation page be returned to the base page.

The URL we want changed is: <http://www.akc.org/events/cancellations/>

You will need to send an email to akcwebsiteupdates@files.teamwork.com to let the team know what the base page should look like.

Base Page:

EVENT CANCELLATIONS

Thank you for visiting the AKC Event Cancellations page.

THERE ARE NO CANCELLATIONS AT THIS TIME.

You may also call 919-816-3950 or (toll free 877-252-3229) to hear a list of cancelled events.

This page is used to announce the cancellation of AKC Conformation, Agility, Obedience, AKC Rally™, AKC Performance Events and AKC Coonhound Events.

This service is not intended to be used for the cancellation of club meetings or matches/sanctioned events.

For suggested guidelines for cancelling an event, please review the [Delegate Sub-Committee Report on Show Cancellations](#).