

RENO JAZZ FESTIVAL 2018 ... FREQUENTLY ASKED QUESTIONS

If your question has not been answered here, please call us at **(775) 784-4278** or email rjf@unr.edu

1. Why do I need to provide EXACT high school enrollment?

Your EXACT high school enrollment is needed to place you in the appropriate category. You will be placed in 'C' 'B' 'A' 'AA' 'AAA' or 'AAAA' depending on your school size.

2. What is Group Description?

Group Description designates which is your first (top) group and which is your second group (and so forth) for each of the groups you bring to the festival.

For high school bands: If a school enters more than one big band, it will be entered into the apprentice category. Your first big band should be designated as Group I. Any secondary bands are considered apprentice bands and should be designated as Group II and Group III.

3. When is the registration deadline?

There is no registration deadline. However, all registration fees must be received by April 20, 2018. The InvoiceMe payment option will no longer be available April 5, 2018.

ALL registration fees MUST be received by April 20, 2018. Your school will not be able to perform if your registration fees have not been paid in full.

4. Can I pay with a credit card after selecting the Invoice Me option?

Yes, please call our office to proceed with this option. Our phone number is (775) 784-4278.

5. Do I need to purchase passes with registration?

No, you can purchase passes with or without your registration fee. Passes can be purchased through March 30, 2018 at a discounted rate.

See the Group Passes/Ticket Discounts section for pricing: <https://www.unr.edu/RJF/tickets.html>

6. What is your refund policy?

Registration Refund:

Full registration refunds will be given **before** March 9, 2018.

Partial registration refunds will be given after March 9, 2018.

* There is a \$50 cancellation fee for each in-state registration refund.

* There is a \$100 cancellation fee for each out-of-state registration refund.

Passes Refund:

A full refund will be issued before April 25, 2018. There are no cancellation fees for passes.

*****Refunds will NOT be given after April 25, 2018.*****

If you have more questions, refer to the complete RJF Performance Rules, Procedures and General Information at: https://www.unr.edu/RJF/downloads/RJF_2018_Rules_Regulations.pdf

If you have additional questions or concerns, contact us at **(775) 784-4278** or email rjf@unr.edu

(Last updated: 12/2017)