

# Event FAQs

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At the HBA, we deeply appreciate the incredible time and energy our volunteers invest in creating memorable events. Your commitment is what makes our events so successful. To support you in this process, we've compiled this FAQ page to ensure you have all the resources and information needed to plan and execute your events smoothly and efficiently. If you have additional questions, please contact [events@hbanet.org](mailto:events@hbanet.org).

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## How far in advance do I need to submit an event to open registration?

Per the [HBA programming and events policy](#), all events—no matter the size—must be submitted *at least* 4 weeks in advance to be opened for registration via the HBA website. This ensures an appropriate time for event promotion to ensure a sizeable audience.

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## When are event reminder emails sent?

Events that are opened for registration have reminders that are automatically sent upon registration and one hour before the event start time. If the event requires additional detailed reminders, please send a request by emailing [events@hbanet.org](mailto:events@hbanet.org).

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## My sponsor and/or company logo for an event is incorrect. Can you update it?

No, only the account holder who uploaded the logo has the ability to edit and upload a new one. We recommend contacting the company directly to make updates. In addition, you can request a logo be added to our library by following the prompts in the event set-up form. Please note that the events team is unable to add and/or edit any logos as it is not managed by our department.

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## I submitted an event/question to HBA two days ago and haven't received a response.

We kindly ask for your patience as we manage various daily requests. Please allow 24-48 business hours before submitting another inquiry. Note that the Events Team operates on Eastern Standard Time (EST) Monday to Friday.

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## I'm confused about what I can edit through my event set-up profile

## before and after an event submission.

That's what the [Resource Center](#) is for! We've curated a section of helpful topics that cover everything from editing to submission and event protocols. Please follow the link , as many of your questions can be answered there.

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## Attendees of the event have contacted me saying they haven't received post-event materials. What should I do?

HBA sends out a large volume of emails daily. We ask that you allow time for the system to process emails, and check both inbox and spam/junk folders. If attendees are having trouble accessing materials, please advise them to check multiple browsers—Safari, Chrome, Edge, or Firefox—before reaching out for assistance.

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## How can I set my event registration end date for an event, and when does it open?

The registration end date is automatically set to close at midnight the day after the event. For example, if your event is on November 17th, registration will open a month prior and close on November 18th at midnight. At this time, you are not able to manually set an open and end date, if the event is submitted two months prior, staff will adjust the registration date to open on the day of publishing.

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## Can HBA adjust registration times for events?

Yes, HBA can adjust registration times. However, to avoid confusion and multiple emails, we recommend minimizing changes to the start and end times whenever possible.

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## Why does HBA charge for events, even if I'm getting the space and food for free?

The HBA is a nonprofit organization focused on serving its members and ensuring financial stability. Even if space and food are free, events still incur operational costs like planning and management. Charging helps sustain our mission and deliver value to our members.

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## What are HBA's business hours?

The events team operates Monday through Friday, 9 AM to 5 PM (EST), factoring in holidays where we may be closed. HBA is a global organization, please factor in how your time zone relates to HBA Central for response times.

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## Helpful Resources:

We've compiled three commonly used event guidelines to set you on the road to success. Please review these to ensure a smooth and effective event planning process:

1. [Welcome to the HBA Resource Center | Volunteer](#)
  2. [HBA events-at-a-glance | Volunteer](#)
  3. [Event sponsorship | Volunteer](#)
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