

Online Reservations for Zone and Council Events

San Diego-Imperial Council

This packet includes:

- Overview of DoubleKnot online reservation system
- Timeline for enabling online registration for your event
- Frequently Asked Questions
- Event Online Registration Request Form

Overview of DoubleKnot System

The online reservation system employed by San Diego-Imperial Council is a service of DoubleKnot, Inc. SDIC has contracted with DoubleKnot to provide online reservations as a service to scout members. Members are able to make reservations for events and process payments without the need to travel to an office or mail in a form and wait for confirmation. DoubleKnot offers a great convenience and benefit to members and planners of council and zone events.

The system can provide reports such as listings of registrants, payments, and other administrative features that make the job of the event registrar much less cumbersome. Scout members are requested to make reservations online. However, it is understood, that some members may not be comfortable with this process. With this in mind, members are encouraged to visit the Service Center where they can go through the process with assistance from a support staff member.

There is no fee charged to a Zone or event for use of the DoubleKnot system. In order to request enabling of an event for online reservations, council and zone event chairs must provide the following information to the [Doubleknot Specialist](#) at least 21 days before online registration is planned to begin.

- Completed Event Online Registration Request Form
- Copy of the event flyer
- Email copy of the event flyer (so we can cut & paste text for uniformity)

Timeline for online reservations

Event planners will find greater success by back-dating their event using the following schedule:

- **3 weeks prior to registration opening:** Submit [Event Online Registration Request Form](#) to Council for creation of the online registration. *This is 2-3 weeks before online registration starts, NOT 2-3 weeks before the event. Plan additional time (we suggest two months) for participants to register.*
- **1 week prior to registration opening:** Event Planner will test event with the DoubleKnot Specialist to ensure it is setup correctly.
- **Opening Day of Registration:** Online Registration is enabled. Participants may register online beginning on this day.
- **+1 day:** Check report to see that reservations are coming in, and report any issues to the DoubleKnot Specialist for correction and learning purposes.

It is vital that event planners give the DoubleKnot Specialist sufficient time to properly setup the registration. Last-minute requests cannot be guaranteed. Give **at least 21 days** for the DoubleKnot Specialist to complete and test your request to your satisfaction.

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Frequently Asked Questions

How will people be able to register for my event?

A link on the council website (at www.sdicbsa.org) will be created. You will be able to publish the council website address on flyers, newsletters, etc. so that members know where to go to register. They may also register in person at the Council office. In this case, they can use a lobby computer or register with a support staff member, who will help them register online using their desk computer.

We have a registration form already. Should we use that, too?

No, a paper registration form is not necessary, and actually complicates things. Please print only the link www.sdicbsa.org on your event flyer. Members can still walk-in to the office and have support staff help them register if they are uncomfortable with registering online from home.

Can we define a minimum or maximum for our event?

Yes, you are able to define a minimum, maximum, and even have an automatic wait list setup if you desire.

Can we have persons pay their event registration fee online?

Yes. You define the fee. You may also define a deposit fee if desired. A 4% fee applies to online payments. Participants may also pay over the phone or mail in a check.

Can we have an Early-Bird or Late Fee?

Yes. You can define these discounts and the dates they will apply.

Can we setup a refund policy for our event?

There is a pre-defined council refund policy which applies to all events. This is to prevent confusion and frustration for participants. Individual events cannot setup a different refund policy without management approval. A sample is on the Online Event Submission Form.

Can I setup the online registration myself?

The DoubleKnot system is robust and complex. We have trained a few staff members to use the system. They will be able to help you get the most for your event from the system. Other persons will not be able to setup online registrations.

Can I get access to check on my event?

Yes, you can at any time see how many persons have registered. If you need a listing of participants and/or payments, the DoubleKnot Specialist or the event Staff Advisor will be able to provide a report.

Is there a fee to use the system?

SDIC pays DoubleKnot a fee to provide this service, but does not directly pass on a fee to zones or activities/events for use of the service.

Can I communicate with registrants?

You can send emails to registrants. For example, you might want to remind participants to arrive at a certain time or bring a certain item. Whatever the message, you can send it to those who have registered for the event.

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You can also receive a list of participants with mailing address, email, and/or phone to assist you in communicating with your participants.

Will registrants get a receipt?

Yes, a confirmation with receipt is emailed and a screen receipt is provided that can be printed at the time of registration.

Does every person need to register individually, or can a unit register as a group?

This is an option that you can define. If your event requires individual registration, it is available. If you need units to register as a number of youth/adults, the system will handle that as well.

How does someone cancel their reservation if needed?

Ideally participants will cancel in writing within the time frame you set. In reality, participants will cancel via email, call in, or perhaps request a cancellation until the day of the event. However, ALL refund requests MUST be in writing and the event policy followed to determine full/partial/no refund.