

FAMILY REUNION INSTITUTE'S

STICKY REUNION SITUATION

DID YOU RSVP?

July 2023

The Situation:

What can be done with or about family members who don't RSVP but show-up ready to jump into the middle of everything? They show-up ready to pay, but don't understand when they don't get everything other family members receive or aren't able to be fully included.

The Fix:



Doug Harris

Clear communication is the key to this situation. The Planning Committee should make a list of all reunion activities, indicating which ones require advance payment. This list must be included in **all** reunion communications (emails, snail mails, website, Facebook and other social media posts) used to inform family about reunion details. I also suggest making signs (at least 8 1/2 x 11) specifying the activities requiring prior payment. Place them in the welcome bag, at the registration desk, in the hospitality room, and in other locations where family gathers. It would also be a good idea to identify a person (or persons) in advance who will step up to the last-minute folks if they try to participate in activities requiring upfront payment. Eventually the offenders will get the message. The idea is to be consistent and clear.

The Fix:



Sylvia
Ford-George

As planners we need to know ahead of time how many family members anticipate attending reunion related events, so we know how many folks to plan for. However, that RSVP must be followed-up with payment to cover the costs. It's a simple concept, but frustrating when family members take advantage *just because they're family*.

Doug is right, communications is key. The Planning Team must let folks know what events are happening, what they cost, how much is due and when, as far ahead of events as possible. However, you should also include/explain what happens if the deadline is missed. For instance: **If payment is not received in full by (date), you will not be able to participate in this event or activity.**

Identifying what will happen if payment is not received should be included in every communication. Being clear and consistent about the repercussions of not RSVPing and *non-payment*—and sticking to it—should encourage your family members to do the right thing next reunion.
