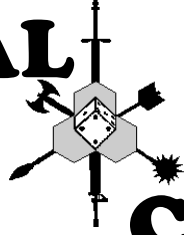


**TOTAL**



**CONFUSION<sub>LLC</sub>**

**Event Host Policies and Procedures**

**TOTAL CONFUSION LLC  
GAME CONVENTION**

**Email: [steve@totalcon.com](mailto:steve@totalcon.com)**

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**Po Box 70585 Worcester, MA 01607**

# **Event Host Policies and Procedures**

## **Total Confusion LLC**

Holiday Inn  
Mansfield, Massachusetts

Total Confusion LLC would like to thank you for volunteering to host a gaming event. Total Confusion LLC provides the largest variety of games for all types of game players, thanks to people like you. We appreciate your willingness to contribute your time, and we wish to make your convention experience enjoyable!

If you are the organized play manager for a game manufacturer or gaming group, you are responsible for distributing this info to all of your GM's and for ensuring they understand and adhere to all of the policies contained in this document. If you are an independent GM you are responsible for knowing and understanding these policies and adhering to them.

## Quick Facts:

**Event Submission Start Date:** September 1, 2009  
**Event Submission Deadline:** November 10, 2009  
**LARP room set requests due:** November 10th, 2009  
**GM Badge submission due:** February 2, 2010

Events submitted after the deadline will be accepted with approval from the area director.  
Late events are not guaranteed to be listed in the on-line pre-registration listing or in the on-site booklet.

The base pricing for event ticket fees is calculated at \$1.50 for every two hours of game play.

Independent GM's that purchase their badges on site with Cash or Check, must turn in a receipt with their time card in order to receive badge reimbursement.

# I. Submitting Events

## A. Submission Dates

1. The start date for event submissions is **Monday, September 5th, 2009**. Events that are received by December 15, 2009 are guaranteed to be in the on-site book and in the on-line pre-registration listings. We highly encourage GM's To submit their events as early as possible to ensure correct listing and to let players pre-register for your events.
2. Please note: Available space is always a limiting factor. When all available play space is occupied at the convention, further events will not be accepted. This can happen before the deadlines. Events are assigned to available space on a first-come, first-serve basis.
3. Events that are submitted after pre-registration has begun may not be accepted. It is at the discretion of the area director to determine if the event will be accepted. This area's availability is on a first-come, first-serve basis.
4. Event submissions must contain acceptable language and content for all ages of players.
5. Events submissions with mature themes must clearly indicate that the event is intended for mature players in the description and age requirement field. All printed material submitted for inclusion in the program book must be tempered to an audience of all ages.
6. Total Confusion LLC reserves the right to make changes to a submitted event's description for reasons of clarity and/or brevity.
7. Total Confusion LLC reserves the right to make changes to a submitted event's timeslot or min/max number for scheduling and space purposes. The event host will be notified of any changes made in either of these areas.
8. Total Confusion LLC reserves the right to reject or cancel any submitted event regardless of submission date or submission content. The event host will be notified in the case of a rejected event.

## B. Event Submission Process

1. The Event Organizer submits an event for Total Confusion LLC consideration. This is the **"Pending Event Review"** stage.
  - a. "Pending Event Review" means a submitted event is waiting for Total Confusion LLC Event Staff to review the event for problems with the submission, such as typos, date

requests, special requests, pricing mistakes and other incorrect data.

2. Total Confusion LLC reviews the event for submission errors. If the event does not meet basic Total Confusion LLC submission guidelines it is “**Rejected**”. If the event meets the guidelines, it moves to the “**Accepted**” stage. The event is not scheduled yet.

a. “Accepted” means that Total Confusion has reviewed the event submission for clerical and submission-related errors and has determined that the event meets the basic criteria.

b. If your event is “Rejected” Total Confusion LLC Event Staff will provide feedback in the Total Confusion LLC Comments field of your event. Once you make the necessary corrections you will be able to resubmit your event.

3. If your event was “Accepted”, it does not mean it will be scheduled. There is a limited amount of available space and you will be informed if your event cannot be scheduled. Total Confusion LLC will schedule and active your event based on the following criteria:

a. Available Space. (There is limited space, so not all events can be accepted.)

b. When the event was submitted. (First-come, First-served.)

c. Success of previous events. (Experienced, successful Event Organizers will get priority consideration.)

d. size (space is limited).

## **C. Table Request and Electrical needs**

### **1. Tables are issued based on your event submission type.**

a. **RPG:** The standard table issue is one 6’ round table, which supports up to 10 players. More tables will be assigned if the number of players is greater than 10.

b. **Mini’s:** There are 2 table widths, 18” and 30”. The standard length is 6’. The standard table issue is 60”x6’. If you need a larger area, you must request it as a special request.

c. **Board Games:** The standard table is 30” x 6’ and seats 6 players. Total Confusion LLC will determine the number of tables you’ll need based on your event’s max player count. If you need a larger area, you must request it as a special request.

d. **TCG/CG:** The standard table is 30” x 6’ and seats 6 players. Total Confusion LLC will calculate the number of tables you’ll need based on your max player count, unless you specify a different number.

e. **LARP:** A LARP room will be set with 2 rectangular tables, 30"x6', to be used for HQ's, unless otherwise requested.

## **2. Standard electrical needs are as follows:**

a. Requesting electrical access does not automatically guarantee you will have power.  
b. Power is only supplied if it is required to run the event itself.

c. Fees may be incurred depending on your request.

d. Other event areas may have power but it may be a ways away, so you must supply your own extension cable and power strip.

e. The HQ may have power available. Ask them.

f. Total Confusion LLC reserves the right to disconnect any unauthorized power use.

## **D. Special Notes**

### **1. Live-Action Roleplaying Events:**

a. A very limited number of live-action role playing events will be accepted for each show. Live-action role playing events must be submitted before the deadline. LARP's submitted after the deadline will not be accepted.

b. Your event space will be set to 2 rectangular 30"x6' tables unless you send an e-mail to Steven Parenteau at [steve@totalcon.com](mailto:steve@totalcon.com) with your special room set requests. Any special requests for event space must be submitted at least 4 weeks (**Friday, February 2, 2010**) before the convention. Requests that are submitted after this date will not be accepted

We can only accept a limited number of Table Special Requests. First come- First-served!

## **E. Confirming Your Event**

1. Event submissions will be reviewed every Monday between **September 1th** and **Novemeber 15th, 2009**. You will receive a confirmation that your event was received and you will be notified of the status of your event.

3. If you have not received an email about your event by the first Tuesday after submission you must contact us immediately by e-mailing Steven Parenteau at [steve@totalcon.com](mailto:steve@totalcon.com)

## **F. Event Submission Tips**

1. You must completely read through the instruction page for the event submission form prior to filling it out. There are important notes on filling out the form covered in the instruction page.

2. The sooner we receive your submission, the better. Deadlines are the last opportunity to submit events, but space is limited. Events are placed based on several criteria, including when the event was submitted. The earlier your event form arrives, the better chance you have of getting the time slot you requested.

3. Fill out the form completely. Then double check everything. The event host is responsible for ensuring the accuracy of all information submitted.

4. Make your title and description count. You don't have a great deal of space and your event is one of many. Make sure your title and description are appealing, accurate, and self-explanatory. This is the best method of drawing people to your event. Total Confusion LLC does however reserve the right to edit descriptions for space or duplication.

5. Be sure to use correct spelling, grammar, and punctuation!

6. Schedule in blocks. If you are running multiple events, try running them one right after the other. This increases your chances of being placed at the same table in the same room. Total Confusion LLC does however reserve the right to schedule your events to a different time if scheduling conflicts with other events arise. You will be notified if a change is made to your submission.

7. Total Confusion LLC will make every attempt to locate your games in the same room or as close as possible to your other events. If you'd prefer your events to be in different areas because you are running the same scenario, please be sure to specify your location requests in the special request notes section on the event submission form.

8. Be flexible with your times. As the final deadline approaches, available space becomes rarer. Some events may need to be rescheduled to different times in order to be run. Leave room in your schedule to move forward or backward by an hour or two. Total Confusion LLC does however reserve the right to schedule your events to a different time if scheduling conflicts with other events arise. You will be notified if a change is made to your submission.

9. When scheduling tournaments, be sure to specify, in the title, the round type. For example, use words such as quarter-final, semi-final, or final.

10. If you request special pricing because you are applying for partial ticket reimbursement, please make sure you understand how Total Confusion LLC handles special pricing and how to apply for it using the Event Submission form. You can find more information on how to apply for special pricing by reading the Event Submission Instructions.

11. You may include an URL or an email address in the event description, but you must add it to the end of the event description. Total Confusion LLC will remove the URL and/or email address when preparing the event for the program book.

## **G. GM/EO Agreement with Total Confusion LLC**

1. If your event is accepted, you must agree to abide by all of the following conditions listed below and elsewhere in this document, and to affirm that all information submitted is accurate.

a. The event shall begin and end on time as designated in the program schedule and/or by convention management.

b. All tickets and/or forms for the event will be collected, completed, and returned.

c. The event will not be moved from its designated area or occupy more space than allocated without convention management approval.

d. NO event may be held in a private room.

2. By submitting events, we assume that you have read and understood all requirements laid out in this document and agree to all conditions contained herein.

## **II. Demo Events, Event Space and HQ's**

### **A. Demo & Introductory Events**

1. Demo events run to promote a game system must be free events and can only be conducted at a company's booth in the Exhibit Hall.

2. Some companies choose to run introductory events to promote their products. Introductory events run as scheduled events are considered ticketed events and must follow the pricing model of all other ticketed events. (See Section III)

### **B. Event Space**

1. Event space is strictly for ticketed events. Total Confusion LLC reserves the right to remove any event that has not been authorized by Total Confusion LLC Staff.

2. Sales are not permitted outside the Exhibit Hall. Product sales or running demo events outside of the Exhibit Hall may result in the company removal from the convention, and the inability to participate in future Total Confusion LLC conventions.

### **III. Event Ticket Fees**

#### **A. Fee Policies**

1. Event ticket fees depend upon the length of the event. The base pricing for event ticket fees is calculated at \$3.00 for every four hours of game play. This amount is the minimum amount set by Total Confusion LLC and any games submitted with a duration of less than four hours will be priced at the \$3.00 minimum. Each additional four hours increases the ticket cost by \$3.00, so that a four-hour event costs \$3.00; an eight-hour event costs \$6.00, etc. If your event's duration falls between a 4-hr block, pricing is set at the next highest amount (for example: pricing for a 6-hr event would be set at \$6.00). Seminars are the exception and are free of cost, while workshops are ticketed events, with the pricing set by the workshop's host.

#### **B. LARPS**

1. LARP's and single-elimination-style tournaments have special pricing. In the case of LARP's, the base price is figured at \$3.00/4 hrs for LARP's up to 8 hours long. Pricing for LARP's longer than 8 hours is \$6.00 for the Total Confusion LLC base price, but the LARP host can apply for special pricing and partial ticket reimbursement by following the directions in Section V.

#### **C. Tournaments**

##### **1. Single-elimination Tournaments:**

a. In the case of tournaments with single-elimination rounds, the base price is figured on the minimum amount of time a player can play before being eliminated. (i.e. if the first elimination round is 4 hours, but the tournament lasts 8 hours, the base price is \$3, not \$6).

##### **2. Swiss-styled Tournaments**

a. Tournament-round pricing does not apply to events run on Swiss format – these tournament rounds follow the regular pricing structure.

#### **D. Reimbursement Options**

1. If you use materials for your event, such as product for a sealed-deck event, you may set your pricing higher than the base pricing set by Total Confusion LLC and apply for partial event ticket reimbursement.

2. Only events submitted by the deadline and submitted with a special pricing request are eligible.

3. Events priced at the base pricing of \$1.50 per 2 hours of play are not eligible for any type of ticket reimbursement.

4. Tournament rounds and LARP's have special restrictions noted in the section below for ticket reimbursement.

## **IV. Partial Ticket Sale Reimbursement**

### **A. How Event Ticket Sale Reimbursement Works**

1. Events are priced at \$3.00/4 hours. Reimbursement for ticket sales occurs only when events are priced above this base pricing. Reimbursement is then for the amount over the base pricing times the number of hours. For example, if you price your event at \$12.00 for 4 hours, you would be reimbursed \$9.00 (\$12.00 minus \$3.00 for Total Confusion LLC base pricing = \$9.00).

2. When submitted your event, you will need to request special pricing on the event submission form. The form will ask you how much you want back per event ticket. It will then calculate how much Total Confusion LLC will receive for your event and will show you the total price of the event ticket. The final price that will appear on the event ticket is the Total Confusion LLC base price plus the additional amount you want reimbursed. For example, if you are trying to recoup \$12.00 in product costs for a 4-hr event, the system would indicate that the event ticket would be \$15.00 (\$3.00 to Total Confusion LLC and \$12.00 to be reimbursed to you).

3. Reimbursement for ticket sales must be arranged within 2 weeks of the Event Host's event submission and must be arranged through the Program Manager by e-mailing Steven Parenteau at [steve@totalcon.com](mailto:steve@totalcon.com). Include the name and address of the entity who will be receiving ticket reimbursement. Any delay in receiving this information will only delay the processing of the ticket reimbursement.

4. Ticket reimbursement payouts occur after the end of the event unless previous arrangements have been made. Repayment is based on the ticket returns.

### **B. Reimbursement Eligibility**

1. Only event tickets that were issued for more than the base Total Confusion LLC value of the event are eligible for reimbursement. It is up to the GM to verify that the information in the system is correct. Total Confusion LLC is not responsible for incorrect information.

2. Seminars are not eligible for reimbursement.

3. Event tickets issued at a cost lower than the Total Confusion LLC base value are not eligible for reimbursement.

4. Event Organizers and GM's must have an accurate and up-to-date address in the Total Confusion LLC registration system in order to receive their reimbursement. GM's and/or Event Organizers are fully responsible for any costs incurred for stop-payment of checks that are sent to the wrong address.

5. No ticket reimbursements will be made without the tickets collected being properly labeled and turned in.

6. If you request event ticket reimbursement, you must turn in all event tickets and indicate on the envelope that you have requested event ticket reimbursement. Failure to do so will delay your reimbursement.

7. Ticket reimbursement will only apply to actual tickets turned in and counted by Total Confusion event staff. Any missing tickets will not count toward ticket reimbursement. You must collect the correct number of generics to receive reimbursement for them. If there are not enough generic tickets to equal the cost of an event ticket, then there will be no reimbursement for those generic tickets. (ie. If an event costs \$12.00 and you turn in 6 generic tickets, you will only get credit for 1 event ticket not 2. A \$12.00 event requires 4 generic event tickets.)

### **C. Tournament Reimbursements**

1. In the case of tournaments with single-elimination rounds, the base price is figured as the minimum amount of time a player can play before eliminated. (i.e. if the first elimination round is 4 hours, but the tournament lasts 8 hours, the base price is \$3, not \$6). Tournament-round pricing does not apply to events run on Swiss format - these tournament rounds follow the regular pricing structure.

### **D. LARP Reimbursements**

1. In the case of LARP's, the base price is figured at \$3.00/4 hrs for LARP's up to 8 hours long. Pricing for LARP's longer than 8 hours is \$6.00 for Total Confusion LLC's base pricing and any reimbursement is for the difference between \$6.00 and the actual ticket price requested by the host.

### **E. Reimbursement Exceptions**

1. Events added onsite are not eligible for event ticket reimbursement, nor are free seminars.

## **V. Running Events Onsite and Collecting Tickets**

### **A. Obtaining information on your events**

1. Total Confusion LLC has a registration desk onsite to make things as easy as possible for Game Masters. You may go to the registration and ask for the number of players signed up for an event up to 15 minutes before the start of the event.

## **B. Running your event**

1. Please show up for your event at least 5 minutes before the scheduled start time to welcome your players.

2. All events being run at the convention must be run at the appropriate time and area as indicated on the event ticket and in the onsite program book event listings or errata online, unless otherwise instructed by event management.

3. If you plan on adding additional players and will subsequently need additional tables to accommodate those players, you must notify the Area Director first. Please do not assume you can just take over any nearby tables that are empty at the moment – we may have other events scheduled for that space.

4. Events must be run as they are represented in the onsite program book event listings. Changes made to the format, player maximum, and game system cannot be made without express permission from event management.

5. Any conflicts or problems with assigned times or areas must be presented in a timely manner to the appropriate Area Director or the Event HQ desk in order to be solved.

6. Game Masters and players must adhere to all Total Confusion LLC convention policies and hotel/convention center policies when participating in events.

7. Running an event does not make you an employee of Total Confusion LLC at any time.

## **C. Collecting Tickets**

1. All players with regular tickets are guaranteed space in the event. If you would like to take additional players, you may collect generic tickets for admission to the event. Each generic ticket is valued at \$1.50 each, so please collect the appropriate number of tickets. Players who have purchased a ticket for the event have preference over players with generic tickets who wish to be added.

2. All players must present tickets to the Game master at the start of the

event. The Game master must collect all players' tickets.

3. The Game master must turn in all tickets, including generics, to Event HQ by the conclusion of the convention, according the following instructions;

a. They must be separated per event and there will be envelopes available for this purpose.

b. The envelopes must be labeled with the Event's Custom Game ID number and the GM's name and number of players and must include all tickets collected, including any generics.

c. Game manufacturers may opt to collect all tickets from all of their contracted GM's and return these in a bulk shipment and include a spreadsheet inventory. This must be pre-arranged with Total Confusion LLC.

4. No ticket reimbursements will be made without the tickets collected being properly labeled and turned in.

5. Ticket reimbursement will only apply to actual tickets turned in and counted by Total Confusion LLC event staff. Any missing tickets will not count toward ticket reimbursement. You must collect the correct number of generics to receive reimbursement for them. If there are not enough generic tickets to equal the cost of an event ticket, then there will be no reimbursement for those generic tickets. (i.e. If an event costs \$12.00 and you turn in 6 generic tickets, you will only get credit for 1 event ticket not 2. A \$12.00 event requires 8 generic event tickets.)

6. The tickets collected will be counted and the data will be used in subsequent years to help determine event approval and event placement.

7. Tickets for a different event can be accepted for the event you are running, as long as the value of the ticket is the same or greater than the cost of the event you are running.

## **VI. Canceling an Event and Player No-Shows**

### **A. Before a Convention**

1. If you are canceling an event after the deadline to make changes to a submitted event , you must do so in writing by emailing [steve@totalcon.com](mailto:steve@totalcon.com) and please reference the custom game ID number and day and time in addition to the event title.

### **B. During a Convention**

1. If you are canceling an event onsite, you must notify the registration desk as soon as possible. You must be able to provide all of the pertinent information,

including the day and start time, along with event type and title.

### **C. Insufficient players**

1. If you have a scheduled event that must be canceled due to insufficient players, you must notify the registration desk and your GM must initial the back of each player's ticket. The player should be directed to the registration desk once their ticket has been initialed.

### **D. GM No-Show**

1. If you have a scheduled event that must be canceled due to a GM no-show you must notify the registration desk as soon as possible. Any players that show up for that event should have their ticket initialed by the Area Director and should be directed to go to the registration desk.

## **VII. Complimentary Badges and Badge Reimbursement**

### **A. How to qualify for Complimentary Badges and Badge Reimbursement**

1. Any GM, gaming group or game company that run, at a minimum, 16 hours per game master, Total Confusion LLC qualifies for badge reimbursement.

2. A single GM cannot qualify for more than 1 complimentary badge.

3. Seminars are not included in the calculation of gaming hours. Events added onsite do not count towards fulfilling complimentary badge requirements.

4. You must submit your GM badge list before noon, Eastern Standard Time on **Friday, February 2nd, 2010**.

5. Single night LARP's are calculated the same as any other gaming event. Weekend-long LARP's are calculated at 1 storyteller per 10 players.

6. Failure to show up for an event you are scheduled to run, without prior notification to Total Confusion LLC, will result in the forfeiture of your badge reimbursement.

## **VIII. Space, Tables & Room Responsibility & Security**

### **A. GM & EO Responsibility**

1. When your event is completed, please clean up your tables, room or allocated space for the next group.

2. If you choose to share part of your area, tables or chairs with other groups, you must inform the Area Director immediately. This is an absolute

necessity.

3. You are responsible for the security of the items you bring to Total Confusion LLC. Please keep a watchful eye on your stuff.

4. If you have been assigned a room that has been dedicated to your events, you are responsible for the room. Maintenance staff will occasionally come by to refresh your room. (Empty garbage, clean up trash, etc.). Contact the Area Director if you need the following:

- a. The trash has not been emptied for quite a while.
- b. There is a spill or the table clothes need to be replaced.
- c. There is a broken table, chair or other facility.