

# Forms

To accommodate requests by our sites who need to make changes to their events, Trivia Mafia has developed quick-and-easy forms for either you or the sites to fill out to communicate those requested changes. This section will help walk you through what each form is for and what happens when completed!

- [Cancellations - One-Time Cancellation or Schedule Change Form \(OTSC\)](#)
- [One-Time Schedule Change - One-Time Cancellation or Schedule Change Form \(OTSC\)](#)
- [Long-Term Schedule Change Form \(LTSC\)](#)
- [Hiatus Begin Form & Hiatus Site Survey](#)
- [End Contract Form](#)

# Cancellations - One-Time Cancellation or Schedule Change Form (OTSC)

## A Site Needs to Cancel One of Their Events

Sometimes the show cannot, in fact, go on! Sometimes, the site gets booked for a private event; there are impending weather concerns; maybe they are experiencing tech issues like their payment system going down; or they just have some plain-old, boring maintenance scheduled and they are unable to host trivia as usual. It happens!

To make it easy for them and us, Trivia Mafia includes in [the FAQ section](#) of [our Venue Resources page](#) access to our "[Schedule Change Form](#)" for site contacts to cancel events as need be. However, there may still be times that site contacts reach out to you directly to inform you of their plans to cancel an event - so here's how to do it and what happens when you hit "Submit!"

This is the only form we do give our sites access to complete on their own. All other "Forms" you will see are For Internal Use Only.

## Where to find the Schedule Change Form

Whether you are sharing the link with them or needing to fill out the form for them yourself, you can find the Schedule Change Form conveniently located at [triviamafia.com/schedulechangeform](https://triviamafia.com/schedulechangeform).

Bookmark/Star this URL in your Favorites. You will visit this page more often than any other one.

If a site reaches out to you letting you know they need to cancel an upcoming event, feel free to let them know you will submit the schedule change as requested but also don't be afraid to remind them they can do it too! Something like:

"In the future if you need to cancel an event, you can just fill out this super quick and easy

Schedule Change Form at [triviamafia.com/schedulechangeform](http://triviamafia.com/schedulechangeform) and we'll take care of the rest! Just in case you ever need to cancel and I am out of office or it is on short-notice and are unable to wait for my reply."

## **Will A Site Get Charged If They Cancel An Event?**

Per the Trivia Mafia Agreement signed by the site contact, as stated under Section 2 of "Cancellations":

"Trivia Mafia requires 48 hours advance notice to cancel a scheduled trivia night and prevent billing. Notice must be communicated to [info@triviamafia.com](mailto:info@triviamafia.com) or a member of the management team – Hosts are not responsible for scheduling notices. If Client fails to cancel 48 hours in advance of the scheduled quiz time, Client agrees to pay as though the quiz had occurred. Exceptions granted at the discretion of Trivia Mafia."

Now, some of that is a lot of legalese for liability purposes and to an extent, a little outdated, but the short answer is "Not as long as you give us a heads up with enough time to communicate the cancellation."

It's not just billing that needs to know about it. It's also the marketing team to communicate to players that there is no event and avoid any potential frustration or disappointment if they showed up, as well as the staffing manager and the event's host to make sure they don't show up to find their event is cancelled!

Really, that last part about the host showing up is key to avoiding charges. If the host shows up to their site not knowing the site cancelled, Trivia Mafia still pays them, which means we still have to charge the site for not letting us know.

And that's where the Schedule Change Form comes into play to communicate that change

## **Same-Day Cancellations**

While you can continue to let sites know we require 48 hour lead times for cancellations or if it can be communicated sooner even better (like if they book private events, let us know as soon as they book one that conflicts with our events), sometimes there are things that sites just can't plan for in advance!

Same-Day Cancellations are highly discouraged and seen as inconsiderate to the host as well as players who now have to adjust plans on short notice or may still show up without proper advance notice, but we do still make exceptions for.

The main exception is weather-related cancellations. We're based in Minnesota with a bulk of our sites in Minnesota. We know weather happens and we know you can only know when weather happens when it's happening!

Additionally, Trivia Mafia even tries to stay on top of things ourselves when we know snow is coming in large quantities and put out emails in the morning to request sites scheduled to host

events that day communicate their intentions to cancel, so that we can alert our hosts and include them in a shared "Cancellations" social media post later that day.

Other exceptions can include other sick staff/short-handed resulting in early closing, same-day equipment breakdowns that prevents the site from functioning properly, or other emergency-related reasons.

If there is seemingly no way to have foreseen their reason for cancelling until that day, Trivia Mafia will make an exception and not charge for the same-day cancellation.

However, if you get the "Oops, I forgot to let you know we're closed for a private event!" or "We want to watch the Wolves game tonight instead!" then use your discretion with the lead time provided and use that as an opportunity to remind them of our 48-hour cancellation policy and where they can find the Schedule Change Form.

Please note that there is a high chance that the billing process for Same-Day Cancellations will not get caught in time and the charge will still go through. Let the site know that this may happen and if so, we will comp them on their next event to even out the charges.

## Filling Out The Form For a One-Time Cancellation

"So easy, even a site contact can do it!"

Made to take no more than 30 seconds of anyone's time and only needing the bar minimum information to get site contacts (or you!) back to your regularly schedule programming.

Step 1: Select the event from the dropdown menu:

Remember that some sites host multiple events and make sure to select the correct event needing to be canceled.

## Your Location and Game \*

The site at which trivia won't happen! If you run multiple events, make sure you're picking the right one.

+ Add

test

The Test Site for Testing 88 - TMC - Monday

### Step 2: Enter Site Contact Name & Email

Even if you are filling it out, use the Site Contact's name and email so that they receive the Schedule Change confirmation email.

## Your Name \*

Chuck Bones

## Email address \*

This is where we will send your confirmation email to verify once you hit submit!

info@triviamafia.com

### Step 3: Enter the Date that the Site is Looking to Change

## Regular Schedule Date \*

What's the date for the event you are cancelling, or changing?

3/17/2025

#### Step 4: Select Whether The Site Wants to Cancel or Make a One-Time Schedule Change

What type of change would you like to make? \*

Would you like to shift your day of trivia for a One Time Schedule Change, or Cancel it altogether?

- ☒ Cancellation
- ☐ One Time Schedule Change

#### Step 5: Notes (Optional)

If you are filling out the form on behalf of the site, it is recommended to make note that you submitted it. Any additional context is optional.

#### Notes

Let us know if there are any other details you think we should know!  
Your host will be emailed about the change when you hit Submit, and it will include your Notes.

Submitted by Sam W.; Site looking to cancel for St. Patrick's Day.

That's it! Once you hit the "Submit" button, you will see a new message on the screen and a new Slack message in the the # existingevents-alerts channel sharing the change for visibility to the host staffing manager and Social Media/Morning Rounds team:

Thank you for letting us know about the need to change your schedule for a night! We will alert the host, and make sure that players know via social media, updated "next event" date on our Locations page, and a note in the Morning Rounds newsletter.

If you have any other questions or comments, please email us at [info@triviamafia.com](mailto:info@triviamafia.com) or [billing@triviamafia.com](mailto:billing@triviamafia.com).



**Calendar Bot** APP 2:33 PM

**Trivia Mafia Classic** Cancellation request: The Test Site for Testing 88 on Monday Mar 17, 2025.

@Mary Kate Derrick confirm host emailed () and update the calendar;  
@Mia McGill please note for socials and @Sophie Seaberg-Wood for Morning Rounds!  
[notes from form: Submitted by Sam W.; Site looking to cancel for St. Patrick's Day.]

The SAM for that site will also receive an email with the Subject Line: "Airtable forms: someone has responded to One-Time Cancellation or Schedule Change Form" with the results of the form submission included.

That's it! Included in the automations triggered will also be to billing to remove the charge for that event, an email to the host to notify them of the cancellation, and communicating the cancellation for that event on Trivia Mafia's social media accounts' "What's Happening This Week?" posts and the "Morning Rounds" daily e-newsletter.  
Nothing more needed from the site or you!

# One-Time Schedule Change - One-Time Cancellation or Schedule Change Form (OTSC)

## A Site Needs to Change One of Their Events

While the success of our site's events are based on regularity and reliability for players to know which night and time they can play week after week to build habits and routines around, sometimes sites have their own scheduling conflicts. It could be a bump back in start time do to an overlapping event, or a decision to host on a different night instead to hopefully get players in that same week.

To make it easy for them and us, Trivia Mafia includes in [the FAQ section](#) of our [Venue Resources page](#) access to our "[Schedule Change Form](#)" for site contacts to change events as need be. However, there may still be times that site contacts reach out to you directly to inform you of their plans to change an event - so here's how to do it and what happens when you hit "Submit!"

This is the only form we do give our sites access to complete on their own. All other "Forms" you will see are For Internal Use Only.

## Where to find the Schedule Change Form

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Bookmark/Star this URL in your Favorites. You will visit this page more often than any other one.

If a site reaches out to you letting you know they need to change an upcoming event, feel free to let them know you will submit the schedule change as requested but also don't be afraid to remind them they can do it too! Something like:

"In the future if you need to change an event, you can just fill out this super quick and easy Schedule Change Form at [triviamafia.com/schedulechangeform](https://triviamafia.com/schedulechangeform) and we'll take care of the rest! Just in case you ever need to change and I am out of office or it is on short-notice and are unable to wait for my reply."

## **Some Considerations to Keep in Mind When Changing an Event One Time**

### **The Regular Host May Not Be Available**

Hosts are staffed based on their ability to host their scheduled event at the scheduled time and day of the week. Changing the start time or day of the event may result in needing to find a sub for that particular event.

### **The Usual Player Turnout Cannot Be Counted On**

Regular players find their sites based on a number of factors with one of the most important factors is the day and time working for their own schedule. Changing the start time or day of the event may result in those players being able to attend that particular event.

### **We Do Our Best to Communicate The Change, So Should The Site**

The most important thing to do when a site changes their event is to make sure people know about that change! We don't want to risk disappointing and frustrating any regular players showing up on their usual day/time and finding out the event is another day or has already started/starts much later. Additionally, we want to make sure the changed event is successful and people are aware of the change and can adjust accordingly to play!

Trivia Mafia will make sure to communicate these one-time changes via social media and the "Morning Rounds" daily e-newsletter, but encouraging sites to do the same as much as they are able on their end will maximize the reach to their followers as well as our own.

### **Does It Make Sense or Should They Just Cancel?**

Sites pick their regular day and time based on their needs for drawing people in on a certain day or time. Will changing the time or day of trivia still meet their needs? Will it make sense to jump through additional hoops just to shoehorn in an event?

Depending on how drastic the change, it may be okay to simply tell them it's better to cancel.

# Filling Out The Form For a One-Time Schedule Change

"So easy, even a site contact can do it!"

Made to take no more than 30 seconds of anyone's time and only needing the bar minimum information to get site contacts (or you!) back to your regularly schedule programming.

Step 1: Select the event from the dropdown menu:

Remember that some sites host multiple events and make sure to select the correct event needing to be changed.

Your Location and Game \*

The site at which trivia won't happen! If you run multiple events, make sure you're picking the right one.

+ Add

test

The Test Site for Testing 88 - TMC - Monday

Step 2: Enter Site Contact Name & Email

Even if you are filling it out, use the Site Contact's name and email so that they receive the Schedule Change confirmation email.

Your Name \*

Chuck Bones

Email address \*

This is where we will send your confirmation email to verify once you hit submit!

info@triviamafia.com

Step 3: Enter the Date that the Site is Looking to Change

Regular Schedule Date \*

What's the date for the event you are cancelling, or changing?

3/17/2025

Step 4: Select Whether The Site Wants to Cancel or Make a One-Time Schedule Change

What type of change would you like to make? \*

Would you like to shift your day of trivia for a One Time Schedule Change, or Cancel it altogether?

☐

Cancellation

☒

One Time Schedule Change

Step 5: Select Whether The Site Wants to Change The Day or Start Time and Enter the New Day or Start Time

### Change Type

How do you want to change your schedule for this week?



Day of the Week



Start Time

### New Date for Show

Please tell us the calendar date in which you would like to shift your game.

3/18/2025

OR

### Change Type

How do you want to change your schedule for this week?



Day of the Week



Start Time

### New Event Time

Please tell us the new time you would like this single show to start.

If your requested time is not shown, please reach out to Sam.

8:00 PM



#### Step 5: Notes (Optional)

If you are filling out the form on behalf of the site, it is recommended to make note that you submitted it. Any additional context is optional.

## Notes

Let us know if there are any other details you think we should know!  
Your host will be emailed about the change when you hit Submit, and it will include your Notes.

Submitted by Sam W.; Switching to Tuesday due to St. Patrick's Day events

That's it! Once you hit the "Submit" button, you will see a new message on the screen and a new Slack message in the the # existingevents-alerts channel sharing the change for visibility to the host staffing manager and Social Media/Morning Rounds team:

Thank you for letting us know about the need to change your schedule for a night!  
We will alert the host, and make sure that players know via social media, updated "next event" date on our Locations page, and a note in the Morning Rounds newsletter.

If you have any other questions or comments, please email us at [info@triviamafia.com](mailto:info@triviamafia.com) or [billing@triviamafia.com](mailto:billing@triviamafia.com).



**Ch-Ch-Changes Bot** APP 3:53 PM

will have a One Time Schedule Change, moving their show from  
Monday Mar 17, 2025 at 7:00 PM to Monday Mar 18, 2025 at 7:00 PM.  
This is a Day of the Week change.

The Reality Table entry has been updated with this new date and/or time.

Notes: Submitted by Sam W.; Switching to Tuesday due to St. Patrick's Day events

[@Mia McGill](#) Please note for socials

[@Sophie Seaberg-Wood](#) Please note for Morning Rounds

[@Mary Kate Derrick](#) Host has been emailed, and the Host Calendar should be updated. Could you check on both?

[@Sam Wilczyk](#) is the SAM

Additionally, if you are the SAM for this account, you will be CC'ed on the email to the site confirming the event change:

## Confirmation: One Time Schedule Change for Monday, Mar 17, 2025 Inbox x



**Trivia Mafia** <sam@triviamafia.com>

3:53 PM (1 minute ago)

to info, me ▾

Hello Chuck Bones,

Thanks for letting us know about the need to change the day or time of your event!

This is confirmation that your event at on Monday, Mar 17, 2025 at 7:00 PM has been changed to Monday Mar 18, 2025 at 7:00 PM.

We'll inform the host and update our public calendar and social media.

Please note: Your billing schedule will not change.

Cheers,

Trivia Mafia

note: this is an automated email, but your reply will be seen by your account manager!

That's it! Included in the automations triggered will also be an email to the host to notify them of the change, and communicating the change for that event on Trivia Mafia's social media accounts' "What's Happening This Week?" posts and the "Morning Rounds" daily e-newsletter.

Nothing more needed from the site or you!

# Long-Term Schedule Change Form (LTSC)

## A Site Wants to Adjust Their Event Long-Term

A site is adjusting their business hours/days open schedule. A site wants to scoot up/back their start time with the seasons. A site feels they may get better attendance due to commonly getting teams to join late. A site wants to move their monthly event to weekly.

Whatever the reason, we want to help the site with what they feel makes their business and our event the most successful and if it's changing the day, start time, or frequency - we're game for it!

Trivia Mafia allows business to change their event day, start time, or frequency anytime after the 8-week trial period has ended with a 2-week lead time to allow us to update public-facing marketing assets (landing page, posters, social media graphics, etc.) and to allow the host to announce the changes to players at least 2 events in advance before the change occurs.

But first...

## Some Considerations to Keep in Mind When Changing An Event Long-Term

### We May Need to Find a New Host

Hosts are staffed based on their ability to host their scheduled event at the scheduled time and day of the week. Changing the start time, day, or frequency of the event may result in needing to find a new host who can regularly be there in the event that their current host cannot accommodate the change.

Tip for "far flung sites": Depending on the reason for the change, type of change and where they are located, it may be worth bringing up this potential "host availability" challenge to the site and recommend they discuss the change with their host first.

In these instances, if a new host is needed, we may recommend waiting to make the change official until a new host is found. Otherwise, the site may have to make due with some filler/sub hosts until then. As a last resort, depending on where the site is located and number of available hosts in the area, a hiatus may be necessary.

### **Inquire Why They Are Changing to Make Sure It is The Right Move**

What is the decision to change based on? Attendance? New Business Hours/Operations/Management? Budget? Seasonality? Frequent Conflicting Events?

As stated in other areas, the success of our site's events are based on regularity and reliability for players to know which night and time they can play week after week to build habits and routines around. If they have a relatively high attendance, it may be worth asking about to ensure they understand they cannot necessarily expect that same turnout to be replicated on a different day/time/frequency.

### **Ensure It Does Not Conflict with Any Other Sites' Events**

Depending on the where the site is located and the density of the area around them, there may not be much room for adjustment without conflicting with another site. Now, this in some ways is a good problem to have, but something we want to make sure to look at before allowing a site to change. They may have their particular night and time BECAUSE there was - at the time of their setup and still remains - no other real options available for them to slot in during particular night(s) and time(s).

See "The North Loop" neighborhood in Minneapolis, for example.

In these cases, depending on their reasons (see above) it may be worth more of a discussion to see what alternatives there may be.

## **Filling out the Long-Term Schedule Change Form (LTSC)**

Found in the SAM Interface OR as a separate AirTable form called "[Long-Term Schedule Change Form](#)." Not one that you will have to use all that often or need to bookmark, but is easily findable in where you typically operate in the day-to-day.

Modeled after our One-Time Schedule Change Form to be quick, much of the information required is the same with the exception of adding in what change is being made to the event and when it will be taking place.

Step 1: Select the "Life Cycle Type"



Life Cycle Type\*

☒ Long Term Schedule Change

[Clear Selection](#)

There is only one option, so just click the open box.

Step 2: Select the Event Being Changed

Event Being Changed

+ Add schedule

test

The Test Site for Testing 88 - TMC - Monday

The Test Site for Testing 88 - IGL - Every Other Week - Sunday - Ended

The Test Site for Testing 88 - TMC - 1st/3rd Week - Tuesday - Ended

Step 3: Select the Customer Contact who Confirmed

Customer Contact who Confirmed

Michelle Bones

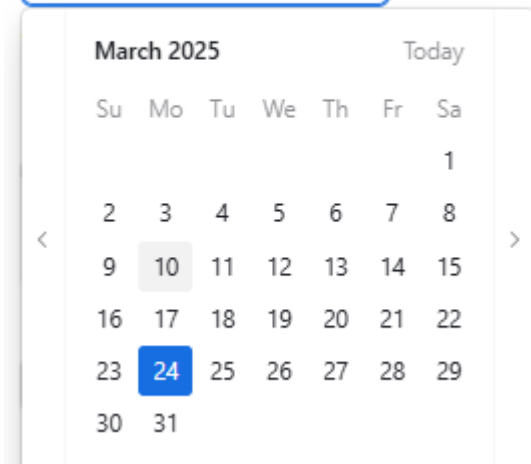
+ Add contact

Step 4: Select the Final Date of Existing Schedule

This should be established with the Site Contact ahead of time so they know that the change will not take effect immediately and provide Trivia Mafia with the preferred 2-week lead time at minimum to update marketing and staffing on our end.

#### Final Date of Existing Schedule

3/24/2025



#### Step 5: Tell Us in Words What is Happening to This Event

While you will have the opportunity to select the opportunity to select the type of change and selecting the new day/time/frequency below, sometimes it's just nice to state it plainly. Optional: provide any additional context ("Moving start time from 7 to 8 for summer." "Changing from Tuesday to Wednesday to accommodate host," "Has been so successful they want to move from Monthly to Weekly."

#### Tell us in words what is happening to this event.

Changing from Wednesday to Thursday? Changing from weekly to 1st and 3rd? Changing from 7:00pm to 8:00pm? This will be included on internal Slack messages.

Moving trivia up from 7pm to 630 pm start time

#### Step 6: Select the Date of First Event of New Schedule

Again, this should be established with the Site Contact ahead of time so they know that the change will not take effect immediately and provide Trivia Mafia with the preferred 2-week lead time at minimum to update marketing and staffing on our end.

#### Date of First Event of New Schedule

3/31/2025

#### Step 7: Select the Change Type and the Accompanied New Day/Time/Frequency

### Change Type (LTSC or End Contract)

Please select all of the aspects that will be changing

- ☐ Frequency
- ☐ Day of the Week
- ☒ Start Time

### NEW Event Time (CT)

6:30 PM

That's it! Once you hit the "Submit" button, you will see a new message on the screen and a new Slack message in the the # existingevents-alerts channel sharing the change for visibility to the host staffing manager and Social Media/Morning Rounds team:

**Thank you for submitting the form!**



**Calendar Bot** APP 3:32 PM

The Test Site for Testing 88 - TMC - Monday has requested a long term schedule change.

Type(s): Start Time

Notes: Moving trivia up from 7pm to 630 pm start time

Current Schedule: Trivia Mafia Classic 7:00 PM on Mondays, Weekly

The final day of the existing schedule will be Mar 24, 2025 and the first date of their new schedule will be Mar 31, 2025.

@Mary Kate Derrick please note change on host calendar and confirm host availability.

@Em please create new posters, and update their landing page after Mar 24, 2025

@Mia McGill Note for socials please!

That's it! Included in the automations triggered will also be to billing to adjust frequency of charges (as needed) and communicating the upcoming change to that event on Trivia Mafia's social media accounts' "What's Happening This Week?" posts and the "Morning Rounds" daily e-newsletter.

Nothing more needed from the site or you! New marketing assets will be delivered from the TMC/IGL Marketing Manager

# Hiatus Begin Form & Hiatus Site Survey

## A Site Wants to Take A Break

Occasionally, a site needs to take a planned, extended break from hosting events, but have plans to return. It could be a seasonal break with not much of a need for a weekly event in the summer when they have an awesome patio. It could be a planned break while they renovate their space and look to bring us back once their project is finished.

Whenever a site needs to cancel trivia for longer than just a "one-time change" and gets into consecutive weeks and months - this is called "Going On Hiatus" in Trivia Mafia lingo and we have a form for that!

"On Hiatus" is an Account Status that allows sites to pause their events with us while keeping their contract active. Sites will not be charged during this time and can even sign up for theme nights while "On Hiatus." When they are ready to return, we set a return date, confirm the host, and get them fresh marketing assets to bring back the players!

## Some Considerations to Keep In Mind When Going On Hiatus

### Is There Something We Can Do?

If a site needs to take a break due to internal operations or the time of year, there's nothing we can really do about that. But if a site is thinking about taking a break due to lack of attendance or feeling supported or just general hosting vibes - we can do something about that!

Find out what it is exactly that is having them lose excitement about their event and see where we can leverage our resources to provide a marketing bump on socials, get new posters/marketing asset refresh, explore moving to a different night/time, or offer some host coaching to get the event back on track!

### Is The Site Just Trying to Let Us Down Easy?

Sometimes when they say "we want to take a break," they really mean "we don't want to do this anymore." And that's okay! You can let them have their "break" and follow up with them in 90 days

or so. However, if you are seeing the signs from attendance and their vibes and you want to cut right to it then you can phrase something like "You know, if you are unsure when you will be returning then we can always just end your contract in its current form now and then when you are ready to return, if you want to explore a different night, time, or frequency, we can put a new contract together for you - how does that sound?"

### **An Exact Return Date is Nice, But Not Necessary**

Some people know exactly how long they will be on hiatus due to it being a schedule-based break for a seasonal programming shift or a scheduled maintenance fix and they want to plan to be back on X date! Some people will have no idea how long something might take and how long it will be until they host again! Both are okay and you have the option to include a return date or not in the form below.

Trivia Mafia does not require a return date in order for a site to go "On Hiatus."

### **How long is too long?**

At the time of discussing a site going on hiatus if the site thinks it may be longer than 6 months until they return, it may be in the best interest of both parties to simply end the contract in its current form and set up a new one if/when they do return.

## **Filling Out the Hiatus Begin Form**

Found in the Sam Interface on the sidebar as "[Hiatus Begin Form](#)," this form will be needed from time-to-time as sites need to take extended breaks from hosting events. Trivia Mafia is happy to accommodate their needs as we can in order to be good partners and work together again when they are ready to do so!

Step 1: Select the Event Going On Hiatus

#### **Event Schedule\***

Who's going on Hiatus?

+ Add schedule

test

The Test Site for Testing 88 - TMC - Monday

The Test Site for Testing 88 - IGL - Every Other Week - Sunday - End...

The Test Site for Testing 88 - TMC - 1st/3rd Week - Tuesday - Ended

Make sure you select the correct event as many sites run multiple events with us.

## Step 2: Select the Site Customer

### TM Site List \*

+ Add customer

test

The Test Site for Testing 88

## Step 3: Add the Site Contact Who Confirmed the Hiatus (Option to add additional contacts as needed)

### Contact who Confirmed \*

Who did you talk to?

Michelle Bones

+ Add contact

Additional contact is available as an option in case a site has more than one main contact who should be included in "Hiatus" communications. However, more often than not you will just enter one contact.

## Step 4: Enter the Hiatus Start Date

### Hiatus Start Date \*

The day AFTER their final show. If their last show was Wednesday August 16th, enter Thursday August 17th in this field.

3/25/2025

March 2025

Today

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**VERY IMPORTANT:** Make sure your dates are correct on when their last show is and you select the day **AFTER** for when their Hiatus begins! If you do not enter this in correctly, you will make A LOT of extra work for other people to fix this for you.

Optional Step 5: **Do you know when they will return?** If so, check the box and a new field will appear to allow you to enter their Restart Date:

**Hiatus End Date?**

Do you have an end date for this hiatus confirmed with the contact, and 100% set in stone? If yes, click this box!



**Restart Date**

Leave this blank until a restart date is confirmed. Really. No date is better than the wrong date. The system is built to accept nothing in this field, you are not making a mistake by leaving it blank.

This is not required, but available as an option in the event that the site knows exactly when they will be back. If they know they want to come back the week after Labor Day, or they know their "private event season" over the holidays will be over and they'll be ready to host again the first week of March - then great, check the box and then enter the appropriate date.

Entering this date will ensure automations are scheduled to trigger and communicate the impending return to the rest of the team including staffing, marketing, and billing.

However, it is not mandatory to enter a date if it is not yet known. If they need to take a break to do some renovations and they don't know when they will be done then there is no pressure to enter one.

Optional Step 5: **Do you know when they will return?** If not, leave the box unchecked and move to the next step to enter "Notes."

Step 6: Provide "Notes"

**Notes #1**

Please tell us why the customer is initiating this hiatus, as well as any other notes.

You can paraphrase if it was a phone call or conversation. Otherwise, you can copy and paste the email for additional context as to the reason for the Hiatus. Helpful for notes for the rest of the team, as well as overall record-keeping for you!

## Step 7: Review the "Days until Nudge" and You're Pretty Much Done!

### Days until Nudge

We'll default to 90 days from now, but let us know if you want a reminder to reach out in a different number of days.

### Life Cycle Type \*

### Life Cycle Status \*

The only field you can edit in this section is "Days Until Nudge." As it states, it defaults to 90 days when you should reach out to touch base with the site to confirm their intentions to return and to set a return date.

However, if you know the return date is shorter than that or significantly longer than that, you can adjust it accordingly for when you will receive a reminder to follow up with the site.

That's it! Once you hit the "Create" button, you will see a new message on the screen and a new Slack message in the #existingevents-alerts channel sharing the change for visibility to billing and staffing.

Thank you for submitting the form!

Submit another response



**Hold Up Bot** APP 2:52 PM

Hey @Brenna and @Chuck, The Test Site for Testing 88 (Trivia Mafia Classic) is going on hiatus, starting Mar 25, 2025! @Mary Kate Derrick host is being emailed; please update Host Calendar to reflect Hiatus.

That's it! Nothing much more needed for the time being until you get your "90 Day Nudge" or hear back from the site earlier. Their Account Status will automatically flip and another batch of automations will trigger to Billing to pause their payments and the site is not charged again until they return; the Social Media Manager is notified to post a status update in the weekly "What's Happening?" post on Facebook and Instagram; the website is automatically updated to reflect their status and paused events for players on the "Locations" page/Locator App; and the host is informed with the opportunity to work with the Host Manager find a new site to host at.



# Hiatus Site Survey

Depending on if the site was able to communicate their reason for taking a break and whether it was related to our operations and events, or due to their own internal operations you have the option to send them the ["Hiatus Site Survey"](#) to better understand their motivation for taking a break.

## Why is this useful?

It has been discovered that in the past some sites would go on hiatus for reasons that were not fully communicated to us until they expressed interest in returning and shared their hesitation in doing so based on their previous experience.

So, we developed a survey with the goal to cut through some of the "letting us down easy" language that doesn't allow us to address any potential real issues that drove the decision.

For example, a particular site opted to go "On Hiatus" in the Spring due to the upcoming patio season:

"I am reaching out to let you know I'm going to postpone Trivia Mafia at [SITE NAME]. May 21st will be our last session for the spring/summer. We'll pick it back up (late) fall. With patio season coming, we'd like to really push our outside space and trivia might "muddy the waters" with our promotions and plans for patio activation."

Seemed understandable enough and although I responded to encourage them to keep trivia going as sites with patios become destinations for players during the warmer months after being stuck inside playing trivia all winter, they stood by their hiatus request.

It wasn't until I reached out in the fall to discuss a return that it was revealed that their decision was driven by the recent hosting change:

"Hello Sam!

It's been a bit since we chatted, so I hope the summer has treated you well and things are fantastic. I wanted to reach out and re-engage the possibility of Trivia Mafia returning once again to [SITE NAME]. I know you're weeks out currently, that is why I wanted to at least start the conversation now.

I have to share my experience with you. When we started Trivia Mafia I had no idea what to expect, honestly. Our host, [HOST NAME], was awesome! Engaging, great flow and cadence to the game that people really enjoyed. He also brought a pretty good following with him. It was evident people enjoyed the style and charisma he brought to the game, as well as my staff! It was sad to see him go.

Their replacement came in with a much different style, cadence, rhythm, and energy. From week-to-week we saw crowds dwindle, as well as written reviews coming in to our inbox about their displeasure with Trivia altogether, which we hadn't received prior. I thought maybe Trivia had run its course at Earl Giles and with the warmer weather on the horizon, perhaps it was a good time to postpone Trivia Mafia for the summer.

I shared this with you only for the reason of passing along (I think) valuable information, but also how important a host is to the game of trivia, which I'm sure you're well aware of. Anyway, I'm not sure what would be next in this process other than I'd love to hear from you and get your feedback and share your advice on how to run a more successful game so it benefits both of our businesses.

Thank you so much for your time Sam, and I truly hope you're doing well and your summer has been full of adventures!"

Why they did not share this feedback from staff and players before at any point - I don't know! But this is something that we can only address when we know about it!

### **When to use the Hiatus Site Survey?**

Did the hiatus request seem to come out of the blue? Have there been any recent changes in the host, site contact/management, or attendance? Has there always been strong, open communication with the site or has it always been lacking and not much known outside of the weekly host feedback? Did they opt to give a reason for the hiatus or choose to keep things vague? These are indicators that we may not have a full picture of what is going on currently and may be able to use the survey to prompt them for information in a measurable and objective method.

# End Contract Form

## A Site (or Trivia Mafia) Wants to End Their Contract

Sometimes sites aren't looking to make changes or go on breaks, and instead they just want to be done - as mentioned before, not all site can be Trivia Mafia sites - and that's okay! What is important is making sure we understand their reasons for doing so in order to know if there are ways we can improve our operations and the value we provide our partner sites, as well as ensuring we are doing right by our hosts and players by partnering with the right sites on our end.

Trivia Mafia's cancellation policy as stated in the signed contract:

"3.1 Either party may terminate this agreement at any time with thirty (30) days advance written notice.

Notice to Trivia Mafia for total service cancellation must be sent to [info@triviamafia.com](mailto:info@triviamafia.com) or directly to the business address below."

While we do have 30 days written, it is not strictly enforced and we are able to allow for shorter notice on a case-by-case basis.

## Some Considerations to Keep In Mind When Cancelling An Event

**There is Flexibility in Cancellation Lead Time**

**Barring Any Concerns on Trivia Mafia's End, Sites are Welcome to Return**

**If A Site Has Multiple Events, They Can Just Cancel One of Them**

## Filling Out the End Contract Form

Found in the SAM Interface as "[End Contract Form](#)," this is where you will go to end a contract for a site's event. Hopefully, it is not a form you visit often and by this stage you should be familiar enough with our form process already for what information is typically required. Let's get started to end it!

## Step 1: Enter the Service Termination Date

### Service Termination Date \*

Date AFTER final trivia event - so if their final event is a Tuesday, this Date is the Wednesday right after.

This date can be in the past!

4/8/2025

This date was determined based on when the Monday Event Site let us know on Monday, March 17th that they would be giving us their 30-day cancellation notice. As determined by the policy and the form requirements, their last event 4 weeks from now would be Monday, April 7th so I would enter Tuesday, April 8th as the date AFTER their final event when their contract would end.

Make sure the date you enter is the day AFTER their final scheduled event and is correct to ensure all automated actions trigger on the correct day.

## Step 2: Select the Event that Will Be Ending

### Terminated Event \*

This is the Schedule event - so if the Site has more than one, be sure you're picking the correct day's record!

+ Add schedule

Test

The Test Site for Testing 88 - TMC - Monday

If a site has multiple events, make sure you select the correct event that will be ending their contract.

## Step 3: Select the Site

### Terminated Site \*

+ Add customer

test

The Test Site for Testing 88

## Step 4: Notes (Optional, but Helpful)

## Notes #1

Why are we breaking up? Note if the business is closing, if low attendance was a factor, etc; or, if Trivia Mafia initiated this and our reasons for ending the contract.

Decided it was not a great fit with low attendance not picking up after the trial period and additional marketing support.

These notes are for internal use only and are not public-facing.

You can copy and paste the email message that the location sends to cancel in here; or paraphrase your own reasoning if none provided or if it is Trivia Mafia canceling it. Whatever is most helpful for record-keeping and for future reference should they reach out again in the future.

## Step 5: Confirm "Termination Type"

**Termination Type \***

Find an option

- Ended - business closed
- Ended - by customer
- Ended - by TM
- Ended - limited series

Different options for different reasons:

- Business Closed (Self-explanatory; no site = no event)
- Ended by Customer (They initiated the contract termination for their own reasons which should be provided in "Notes" above.)
- Ended by TM (We initiated it as not a good fit based on our observations, player/host feedback, etc.)
- Ended - Limited Series (Not likely to use this often as "Limited Series" is a Status we can set up when we know in advance, but can be used on the off-chance it was not communicated and no other options are applicable.)

## Step 6: Select "Contact Who Confirmed" (Optional Second Contact)

Contact who Confirmed \*

Michelle Bones

+ Add contact

Additional Email Address

A confirmation email will go to this address as well as all current Contacts attached to this Site.

Life Cycle Type

Event Termination

Life Cycle Status

In Process

You can enter an additional contact (like if the business has co-owners who CC each other on everything), but not necessary to have more than one.

None of the other fields are editable,

That's it! Once you hit the "Create" button, you will see a new message on the screen and a new Slack message in the #existingevents-alerts channel sharing the change for visibility to billing and staffing.

Don't cry because it's over, smile because you're done with this step of the process.

Submit another response



End Bot APP 3:29 PM

**The Test Site for Testing 88 - TMC - Monday has begun the process to end their contract.**

The final day of their shows will be Apr 14, 2025.

Type(s): Ended - by customer

Notes: Decided it was not a great fit with low attendance not picking up after the trial period and additional marketing support.

@Mia McGill note for socials please!

@Mary Kate Derrick an email has been drafted, please edit and send to the host!

@Davis Steen they used House sound.

cc: @Sam Wilczyk

That's it! Nothing more needed from you. Their Account Status will automatically flip and that site will no longer be hosting that event after the last date you entered.