

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

Whether you are sharing the link with them or needing to fill out the form for them yourself, you can find the One-Time Cancellation or Schedule Change Form conveniently located at 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 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 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 or 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!

Revision #4

Created 7 March 2025 20:15:59 by Sam Wilczyk

Updated 10 March 2025 17:22:22 by Sam Wilczyk