



Seminar FAQs

What does The HopeFULL Institute require the client to provide for a presentation in terms of audio visual specifications?

Please refer to the [Audio Visual checklist](#) for full details.

Would you like the school to provide lunch for Glen?

Some schools are able to provide lunch for Glen and in these cases this is greatly appreciated. If not, please let us know and we will organise an alternative. This is only applicable if Glen is at the school for the entire school day.

How does Glen wish to be introduced?

In Glen's introductory session with your students he will introduce himself and explain why he is doing what he is doing. Often the schools like to make their own introduction and explain to the students what they hope the students will gain from the program and the behaviour that is expected from them throughout the day.

Then to introduce Glen, a simple 'This is Glen Gerrey (pronounced Gerine, rhymes with 'dine') from The HopeFULL Institute' is adequate.

What staff presence is required during a HopeFULL Institute presentation?

The normal student/teacher ratio is required during any of our presentations. Many staff who have engaged themselves in the presentation find it personally beneficial and also come away with the same information as the students allowing for adequate follow-up and reference back to the seminar material in discussion time with the students. Our hope is that the information conveyed to the students has a lasting impact and teachers who can actively participate in some or all of the sessions further assist this.

Because our seminars address sensitive topics (such as mental health, family breakdown, and substance abuse), students may require post-seminar support. To ensure student safety, we require the school to manage all follow-up care and implement the following measures:

Staff attendance. A school counsellor, psychologist, year advisor, or welfare/pastoral care worker must be present for the entire seminar.

Staff details. Please reply with the name and role of this staff member. They are welcome to contact us directly before or after the presentation.

Student resources. We recommend providing students with a list of school and community support services, helplines, and youth websites alongside the resources provided by The HopeFULL Institute.

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What do students need to bring with them to the presentation?

Students need a pen. A bottle of water is optional. Student workbooks will be posted to the school prior to the seminar for schools outside South East Queensland, for all others Glen will bring the workbooks with him on the day of the seminar.

When does our school have to pay for the presentation?

To save time and make it more convenient for the staff booking our seminars we do not require a deposit. The full amount is due 7 days prior to the seminar paid via direct deposit.

How do I confirm our school's booking?

Your school may have tentatively booked a date or simply enquired if a date is available. Please note this does not confirm the date for your school. The booking school must submit an online booking form via our website. Here is the link: thehopefullinstitute.com/bookings.

This will confirm the date for your school and make sure that we have all the necessary information for a successful seminar with your school community. The HopeFULL Institute will then send a return email to you when the booking form has been received confirming your booking.

What happens if I have to postpone or cancel the presentation at the last minute?

Booking confirmation. Your booking with The HopeFULL Institute is officially confirmed upon our receipt of your completed booking form.

Rescheduling and unforeseen events. In the rare event that a presenter is unwell, or if travel is disrupted by flight delays or similar unforeseen circumstances, The HopeFULL Institute will work with you to reschedule the seminar for a later date.

Cancellation policy. Should you need to cancel a confirmed booking, the following fee structure applies based on notice given:

Notice provided	Fee incurred
More than 8 weeks prior to the seminar	No penalty (full refund / no charge)
4 to 8 weeks prior to the seminar	50% of the total booking fee
Less than 4 weeks prior to the seminar	75% of the total booking fee

My school is not in South East Queensland so how much do I pay for travel costs?

At the time you enquire about your seminar booking we will be able to quote you on the travel expenses associated with the possible booking. You will then have 7 days to confirm that booking in order to get the first quoted price.

Does our school have to pay for any accommodation?

If our speaker is unable to fly in and out of your local airport on the day of the presentation an additional cost for accommodation will be added to your seminar fee. This can be quoted to you at the time of your enquiry.

Do you want our school to provide a written testimonial of the seminar?

We appreciate all schools we visit to provide a written reference of their experiences with The HopeFULL Institute. We do this to provide an excellent reference point for new schools who want to book us for the first time.

Can we record or video The HopeFULL Institute's presentation?

Recording policy. The HopeFULL Institute strictly prohibits any audio or video recording of our seminars under any circumstances. However, schools are more than welcome to take photographs during the presentation. We kindly ask that a copy of any photos taken are shared with The HopeFULL Institute following the session.

What would happen if Glen could not make it to the school on the day of the presentation?

If due to sickness or circumstances at the fault of The HopeFULL Institute, our speaker is unable to deliver the presentation at the confirmed time the seminar would be rescheduled.

STILL GOT QUESTIONS?

OUR STAFF HAVE THE ANSWERS.

EMAIL hello@thehopefullinstitute.com

CALL 07 3348 9572