

Individual Registration FAQ – Mix 2025

Q1. When does individual registration start?

Individual registration opens **May 4th at 1 pm** sharp.

Q2. What's new? What do I need to know about Mix 2025 registration?

1. Only a certain number of people can fill out the form at the same time. The remainder will be placed in a waiting area... **please DO NOT close your tab or try to refresh**, you will lose your spot in the queue.
2. Additionally, after you pay, YOU MUST click the **“RETURN TO MERCHANT”** button before closing the tab. Otherwise, the registration is not considered complete
3. If you are registering for more than 1 person, please do so on different devices. You **WILL NOT be able to register for more than 1 person on the same device.**
4. DO NOT use an incognito window to register.

Q3. I registered, but I don't know if I can attend all 3 days of Mix. Can I still come?

Yes, you can. Registration for Mix means that you are a part of the team. Even if you have to skip some activities or even a full day, you can still join the rest. As long as you abide by the Code of Conduct of Mix 2025, you are more than welcome to join.

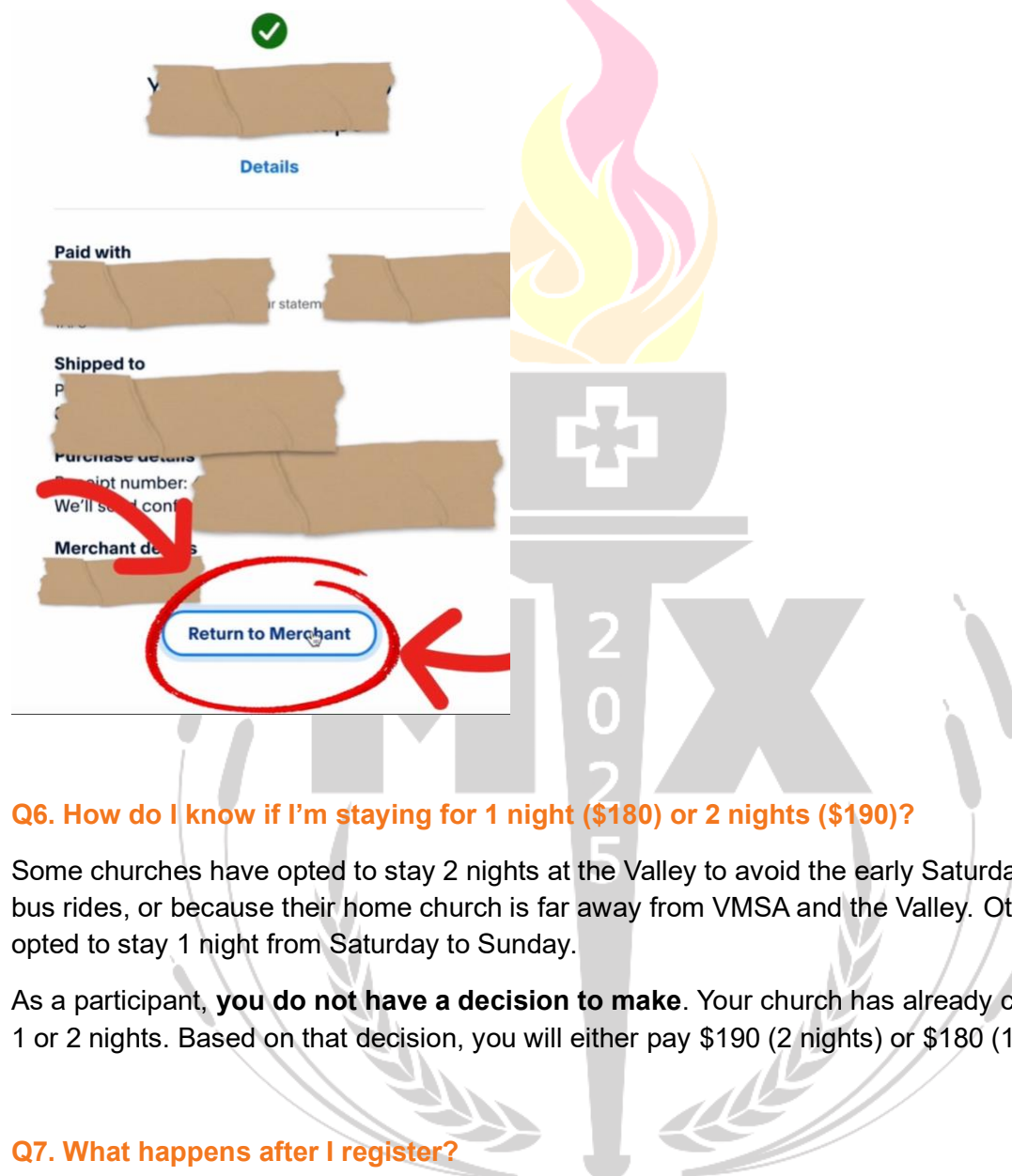
Q4. I might be travelling during Mix. Should I register or wait until I'm sure that I will be available?

We can not guarantee that there will be spots left if you wait. **We recommend you register**, and if you are unable to make it, request a refund anytime up until the refund deadline.

Q5. Do I have to pay when I register, or can I pay later?

For your registration to be completed, you **MUST pay** and press the “**RETURN TO MERCHANT**” button

This is the page that will appear after you have successfully paid



Q6. How do I know if I'm staying for 1 night (\$180) or 2 nights (\$190)?

Some churches have opted to stay 2 nights at the Valley to avoid the early Saturday morning bus rides, or because their home church is far away from VMSA and the Valley. Other churches opted to stay 1 night from Saturday to Sunday.

As a participant, **you do not have a decision to make**. Your church has already chosen either 1 or 2 nights. Based on that decision, you will either pay \$190 (2 nights) or \$180 (1 night).

Q7. What happens after I register?

After your registration is complete, **you should receive 2 emails**. One is a confirmation email from Mix, and one is your payment receipt. If you have received both of these emails, you have been successfully registered. If in any doubt, you can always email us at admin@hsmix.ca or direct message us on Instagram.

Q8. Do I need to have a group to register individually?

No, you do not have to have a team formed to register for Mix. You will have time after individual registration to form and register your groups.

If you don't have a team, you can reach out to us through Instagram direct messages or email us at admin@hsmix.ca, and we will arrange a team for you accordingly.

Q9. Do overnight church servants also need to register on May 4th?

NO, this registration is **exclusively for the youth!** Please DO NOT register.

Once the overnight servant form is available, you will be notified!

Q10. Who can I contact if I have any other questions?

You can reach out to us through **Instagram direct messages** or **email us at** admin@hsmix.ca

