



Participant No-Show Policy

Attendance, cancellation, and suspension rules for the BEER participant pool

Document	POOL-13
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Version	0.1
Effective date	Upon approval
Owner	BEER Lab Leadership
Review cycle	At least annually
Applies to	Participants and researchers using the BEER participant pool

Behavioral & Experimental Economics Research Lab · Tecnológico de Monterrey

1. Purpose

Maintain a reliable participant pool while treating absences fairly and distinguishing genuine emergencies from repeated failure to honor confirmed reservations.

2. Definitions

- Cancellation: participant releases a reservation before the cancellation deadline.
- Late cancellation: cancellation less than 12 hours before the session.
- Excused absence: nonattendance accepted because of illness, emergency, transport disruption, institutional obligation, or other reasonable circumstance.
- Unexcused no-show: participant holds a confirmed place, does not attend, and does not provide an accepted explanation.

3. Default consequences

Rolling 12-month record	Default action
1st unexcused no-show	Automated reminder of pool rules; no suspension.
2nd unexcused no-show	Formal warning that another no-show will trigger suspension.
3rd unexcused no-show	60-day suspension from new BEER pool reservations.
4th unexcused no-show after reactivation	180-day suspension.

4. Late arrival

A participant who arrives after the session has begun may be denied entry if admission would disrupt the protocol. If the person arrived within ten minutes and made a good-faith effort to attend, the Lab Manager may record the event as late rather than a no-show. No show-up payment is owed for late arrival unless the project caused the delay.

5. Late cancellation

A late cancellation does not automatically count as a no-show. Repeated late cancellations may lead to a warning or temporary booking restriction if they materially impair recruitment.

6. Appeals and corrections

Participants may request review within seven calendar days. Reasonable documentation may be requested for repeated claims but should not be intrusive. Researcher or system errors must be corrected promptly.

7. Researcher obligations

- Record attendance within one working day.
- Do not mark a participant absent when the session was cancelled by the project.
- Use Excused when a reasonable explanation is accepted.
- Do not create project-specific penalties outside this Policy.

8. Related documents

- SOP-02 Participant Pool and ORSEE
- SOP-03 Participant Recruitment
- Compensation Schedule