

A Shindigger's Frequently Asked Questions

I got my portrait taken by Paul Overstreet, how do I get the photo?

- Overstreet Studios will print all of the photos & Mission Road will mail them to you.
- Make sure you give your name and mailing information to the volunteer at the Photography Station.
- After the event, a link will be provided on the Mission Road website where you can preview your picture and order additional copies.

Where is my money going?

- Caring for children & adults with intellectual developmental disabilities! THANK YOU!
- Approximately \$50 of every ticket purchase & some event underwriting covers the cost of this event the balance supports children & adults with intellectual developmental disabilities.
- 100% of the SOAR matching grants help to fund the programs that keep the Mission Road children engaged & active throughout the school year & summer programming. Total 2012 budget \$192,000.
- The 2010 Grand Western Shindig raised \$456,100 for our special children and adults who call Mission Road 'home' or depend on our daily services. This year we are aiming to net \$500,000.
- If you'd like to get involved or would even like to help with Shindig next year, please contact Lynette Farrimond Nelson at (210) 334-2455 or lnelson@mrmsat.org. We'd love your helping hands.

What are the Auction Rules?

- Guests may pre-register and "swipe" their credit/debit cards at arrival or anytime during Shindig in order to expedite your check-out process. Mission Road utilizes Greater Giving Event Software to help us manage auction purchases and donations. We are NOT connected to the Internet tonight. All numbers and information are encrypted and LEVEL 1 PCI secure.
- Payment may be made by Master Card, VISA, AMEX, Discover, Cash or Check.
- Full payment for auction items is due at the end of the evening.
- One final receipt will be available to you for ALL purchases upon departure.
- All sales are final.
- There will be no exchanges unless noted in the auction descriptions.
- All auction items are purchased as is, unless otherwise noted in writing.
- The Super Silent, Silent & Country Store Auctions close at 9:15.
- Head on over to auction check-out at 9:45pm before removing auction items. A volunteer will retrieve your purchases.
- Please do not remove bid sheets from the auction tables. Auction check-out will have all of the information they need from our auction check-out process. Please allow staff and volunteers to do their job during auction check-out by leaving all bid sheets and items on the tables.

I have won some auction items, how do I check out, pay and get my items?

Auction Check-out (9:45pm – 11:00pm)

- Proceed to the Auction Check-out at 9:45pm.
- At check-out counter, please give the volunteer your name or bid number to pull a receipt for you.
- Shindig volunteers will retrieve any and all auction purchases and any packing materials that accompany your purchase. Please note that stands and décor are not a part of the purchased item.
- All gift certificates will be handed to you at check-out.

Live Auction Check-out

- If you are a live auction winner, you will be approached by a runner who will hand you a Live Auction Winning Bid sheet to collect your bid number and information to process payment.
- Once the form is complete, the runner will take your information back for processing. One final receipt will be available to you for ALL purchases upon departure.
- All live auction items and gift certificates may be retrieved at from volunteers at the check-out counter.