



Frequently Asked Questions BEFORE THE AUCTION

Q: What is the 10th Anniversary Diamond Gala?

A: This is the 10th anniversary of the Rainbow Gala. The 10th Anniversary is historically known as the DIAMOND anniversary. We chose this theme to celebrate ten years of supporting Rainbow Girls in Washington and Idaho. This year we are hosting the Gala online through 32auctions.com

Q: When is the Gala?

A: The auction begins October 24th at 9:00 a.m. and ends October 24th at 9:00 p.m.

Q: What does the money raised go to support?

A: The funds raised from the GALA will be used for the financial support of programs, events, camps and associated costs of the Washington/Idaho Jurisdiction.

Q: How can I participate?

A: There are two ways you can participate:

1) Donate items, or team up together & create a themed basket or package 2) Bid on items or make a donation on the date of the event (more information will come soon).

Q: How do I donate items for the auction and when is it needed?

A: Reach out to the Gala Committee at WaldRainbowGala@gmail.com for further direction. To allow enough time for preparing and cataloging all donations, donated items must be communicated by October 18th.

Q. How does the auction work?

A: All donated items will be cataloged and placed online by the auction committee. The online site, 32auctions.com, is a popular and well-tested site. Online bidding begins on October 24th at 9:00 a.m. and ends the same day at 9:00 p.m. The auction is only open to Rainbow members and supporters. In order to place a bid, you will need to be a registered user of 32Auctions. There is no charge to become a user. A step-by-step guide is available to demonstrate how to become a registered user and if you have any issues, a member of the committee will be happy to assist you.



10TH ANNIVERSARY DIAMOND GALA

OCTOBER 24, 2020 - WA/ID ONLINE GALA

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Q: What types of items can I donate to the auction?

A: See list below:

Baskets	<p>Smaller themed baskets usually create the most interest. Popular themes include:</p> <ul style="list-style-type: none"> • all things food related (cooking, baking, BBQ, coffee, wine/beer) • sports or team memorabilia • Rainbow themed items or memorabilia • healthy living (spa, yoga video and mat, Fit Bit) • gardening • books (Barnes and Noble gift card, reading light, bookmark) • movie nights (Netflix gift card, movie tickets, popcorn) • dinner and a movie night theme • baby or pet items
Vacation Packages	<ul style="list-style-type: none"> • overnight stays • hotel/resort packages • air miles • a weekend at your family's cabin
Entertainment	<ul style="list-style-type: none"> • dinner gift cards • movie tickets • entertainment memorabilia and collectibles (autographed photos, posters, lithographs, DVDs, blue-ray disks) • new or gently used games • department store gift cards • tickets to concerts, plays, shows or theme parks
Sports Tickets	<ul style="list-style-type: none"> • Mariners • Seahawks • Silvertips • Sounders • Aqua Sox
Event Tickets	<ul style="list-style-type: none"> • Woodland Park Zoo • Seattle Center • EMP • Museums • MOHAI
Experiences	<ul style="list-style-type: none"> • host a fishing trip on your boat • provide lunch or fun activity with your team
Accessories	New or gently used jewelry



Frequently Asked Questions DURING THE AUCTION

Q: How can I bid on an item?

A: Supporters will receive a link to the tool in their pre-campaign email. You can also access the link to the online auction after it begins. The auction site can be easily accessed for bidding from your work computer, home computer or mobile device. As mentioned above, you DO need to create an account to bid on auction items.

Q: I created an account, but I did not receive the confirmation email.

A: Check your spam folder and your junk mail folder. To ensure you receive future emails from 32auctions, please add noreply@32auctions.com to your address book. This helps prevent our emails from being flagged as spam or junk.

Q: Can you remove or correct my bid?

A: Check your bid before you submit it, so you don't put in a wrong bid. If you do make a mistake, you can contact the auction administrator to inform them of the issue. Corrections are not guaranteed so please be careful when placing all bids.

Q: What is a proxy bid?

A: A proxy bid is when you place a bid for the maximum amount you are willing to spend, and then let the system bid for you up to that amount. For example, if an item is currently selling for \$10 and you enter a proxy bid of \$20, the system will automatically bid for you until the selling price goes over \$20. At that point, you will be outbid and someone else will be the leading bidder. Explanations are available for the bid types by clicking the help icon next to each of any auction item page.

Q: What happens in the case where two bids are the same?

A: Any time the system receives two bids that are the same, the first bid entered into the system wins. When the bid history displays two bids of the same amount, the bid, which was placed first, is a proxy bid. When someone submits a second bid of the same amount, the first bidder continues to be the winning bidder because they were first to bid that amount.



Frequently Asked Questions AFTER THE AUCTION

Q: How do I know if I won?

A: Winners will be notified via email.

Q: How do I pay for my item?

A: Winners will be sent a total of the amount they owe and will be sent a link to pay via Pay Pal or instructions on how to mail a check. Money is due by October 28th. Failure for payment will void your bid and the item will go to the next highest bidder. Payment options: check (made payable to IORG Rainbow) can be mailed, credit card (online only) or PayPal. While PayPal is a secure and convenient way to pay, there is a service fee for using this method of payment. To ensure your full purchase price goes to Rainbow, we will use the "Friends and Family" feature.

Q: When do I get the item(s) I won?

A: Items will be mailed out one week after the closing of the event and after money has been collected. Email certificates will be mailed out after payment completion.

Q: Can I return or exchange items that I won?

A: This is a charity fundraiser; all sales/proceeds/donations are final.

Q: What if I do not want to participate in the auction? Is there another way to show my support?

A: Participating in the auction is optional. There will be an opportunity to donate a flat fee during the "Live" portion of the event.