



STAYING HOME FOR THE BOYS' HOME



FAQ

Ticketing

Can I buy tickets for multiple people/pickup times at once?

To keep the form and purchasing process straightforward, it is only possible to purchase meals for a single pickup slot at a time, so if you would like orders picked up at multiple times, it will need to be in multiple transactions.

If you would like to place an order for a large number of tickets or times and would like assistance in doing so, please contact us any time at 519-869-4000.

I want more tickets for a time slot than are currently remaining, what can I do?

To keep the evening running smoothly, we have caps on each 15-minute pickup time slot. If you are able to be flexible and can move to a different time, that would be the best option. If that is not possible, please contact us at 519-869-4000 and we will do our best to accommodate.

Please note that the closer tickets are purchased to the event date, the less flexibility we will have on being able to accommodate specific time requests.

I don't want to buy online, can I purchase another way?

Yes. Please contact us at 519-869-4000 or hvallinga@hhbh.ca and we can make alternate arrangements. To keep things running smoothly, all payments must be made prior to the event.

I'm no longer able to participate in this event, can I have a refund?

We regret that we are unable to offer refunds but if you would like to pass your ticket(s) on to someone else, just provide us their name and we'll be happy to accommodate. Alternatively, we can issue an income tax receipt for the full amount paid.

Event Day**How do I access the online components of the event?**

All details will be sent via email in the week prior to the event.

Where do I pick up my meal(s)?

Meal pick-up will be from the side door of the Dante Club. There will be signage and volunteers visible.

No need to get out of your vehicle or even park, just drive up to the door and someone will be waiting to take your name and get your dinner. When you pull up, please open your trunk or a window so the meal can be placed inside your vehicle without contact.

What are you doing to ensure the safety of all staff, volunteers, and event participants?

We will be following all public health guidelines including wearing appropriate PPE and ensuring as much distance as possible between all individuals involved.

We ask that participants do their part as and put on a mask when pulling up to pick up their meal and open your trunk or a window so the meal can be placed inside the vehicle with no contact if at all possible.

Do I need to print my tickets?

Printing your ticket(s) is not necessary, we will have a list with all ticket purchasers and their meals.

Other

I would like to sponsor this event; how can I do that?

Email Fundraising and Events Coordinator Heidi Vallinga at hvallinga@hhbh.ca for our sponsorship information package.

When will I receive my tax receipt?

All ticket sales information will be compiled and receipts issued following the event. You can expect to receive your receipt within one month after the event. We will be in touch if we need to clarify any details prior to sending receipts.