

THE PICNIC *at* THE PRESERVE

Picnic at the Preserve FAQ Sheet

Thank you for your interest in supporting the Land Trust for Santa Barbara County's *Picnic at the Preserve* fundraiser! We so look forward to having you join us in person and online! See below for more information about the event, how to register for the auction, and purchase tickets.



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Link for our Picnic at the Preserve/Handbid website:

<https://events.handbid.com/auctions/picnic-at-the-preserve-2023>

What is Handbid?

Handbid is an online auction management tool that we're using to organize *Picnic at the Preserve*. This website is where you'll find current information about the event, manage your tickets, and track your bidding on auction items.

A. Bidding Registration

How do I register to bid in the auction? (*Applies to event guests AND those that are only participating in the online auction.*)

This is the first thing you should do! Completing this step assigns you a paddle number and makes purchasing tickets an easier process.

1. [Visit our Handbid website.](#)
2. Click the blue button that says "Register ✓" at the top of the page.
3. Fill in your information and create a password (double check that you followed the password requirements) and click register at the bottom. Make sure to save your email and password to log back in.
4. You should receive an email from Handbid with your paddle number confirming your registration as a bidder. Feel free to download the app and access Handbid from your phone too!
5. Log into your Handbid account to view and bid on auction items as well as purchase/manage your tickets.
6. [Click here](#) for an additional article about how to register.

Why do they need a credit card and shipping address?

Adding a credit card to your account is strongly recommended for ease of check-out. Handbid is securely processed through Stripe and your card will not be charged unless you make a purchase. A shipping address is requested in case items purchased during the auction need to be mailed.

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B. Tickets – Purchasing and Management

How do I purchase a sponsorship/table?

If sponsorships appear to be sold out, feel free to contact our office at (805) 966-4520 for availability!

1. Create a Handbid account by registering with the instructions in Section A.
2. Log into your Handbid account.
3. Click the blue button that says “Sponsorships” at the top of the page.
4. Select the sponsorship level you’d like to purchase. Click the pink “More +” to read the perks for each level.
5. Fill out the required information and complete your purchase.*
6. Payment options: Pay with the card you saved on file now **or** click the “pay later” checkbox if you’d like to mail us a check/charge your card later. If you’ve already mailed us a check - select “pay later” – we will mark it as paid on the backend and your card on file *will not* be charged.
7. You will receive a confirmation email from Handbid with your receipt.
8. **Fill in your guestlist!** We need all guest information prior to the event to create seating charts, nametags, and arrange shuttle schedules. You can edit guest names, information, and shuttle preferences by following instructions in the Managing Tickets/Guestlist/Table section below.
9. If your guests would like to receive a paddle number and bid in the auction, direct them to create a Handbid account (instructions in Section A).

*If you are splitting a table purchase with another guest, only one of you needs to create a Handbid account and purchase the table. Select the pay later option – each host can then mail us a check for your half of the payment. The individual that registered can manage the guestlist for both of you through their Handbid account.

Someone invited me to attend *Picnic at the Preserve* as their guest – what do I do next?

1. Make sure that your table sponsor enters your name on their guest list correctly. Nametags will be created from this list, so spelling is important!

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2. Let your table sponsor know if you plan to take the complimentary shuttle round-trip to the event (pickup/drop off in Goleta).
3. If you would like to receive a paddle number and bid in the auction, register by creating your own Handbid account. (See Section A.) If you *do not* plan to bid in the auction, you're all set!

How do I purchase individual tickets?

1. Create a Handbid account by registering with the instructions in Section A.
2. Log into your Handbid account.
3. Click the blue button that says "Buy tickets" at the top of the page.
4. Select the number of tickets you'd like to purchase. Click the + or – to adjust the number of tickets. Click next.
5. Fill out the required information and complete your purchase. Individual tickets can only be purchased with a credit card. You will receive a confirmation email from Handbid with your receipt.
6. You can edit guest names, information, and shuttle preferences by following instructions in the section below.
7. If you purchased more than one ticket and your guest wants to become a bidder, have them register by creating a Handbid account. (Section A.)

*Individual ticket holders will be assigned tables as registration fills up. We will do our best to keep larger groups together, but the best way to ensure getting a seat with your friends is to sponsor a table!

How do I manage my tickets/guestlist/table?

1. Log into Handbid using the account information that you registered with. (See Section A.)
2. Click the ticket icon in the top right corner.
3. Edit guest names by clicking the pencil icon next to each slot. Please ensure their names are spelled correctly, fill in their contact information, and fill in the "registration" section that asks whether they'd like to take the shuttle. Click save changes. Each individual in your party will need to be identified.
4. For an in-depth article about how to manage your list, [click here](#).

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5. You can email each guest their ticket, but this step isn't necessary. We don't have wifi out at the preserve so we're going low tech – those QR codes won't be scanned at the event.
6. If your guests want to bid in the auction, please have them register themselves as a bidder. (See Section A.)

C. Event FAQs

When: Sunday, September 10th from 11:30am – 4:00pm

Where: The Arroyo Hondo Preserve

Tickets: This is not a free event! Individual tickets are available for purchase at \$250 each until we sell out. Please contact our office if you're interested in purchasing sponsorship packages.

Auction: There will be a live auction (~5 items) during the event. The rest of the items can be previewed on the auction website starting **September 1st**. The auction will officially close a few days after the event. All bidding and purchases will be processed through Handbid. *Everyone must register online through Handbid to bid on items – see Sections A+B for directions.*

Dress code: Casual/outdoor appropriate attire– closed toe shoes, sunblock, and hats are recommended. Guided tours around the preserve will be available after the auction ends.

Getting to the event: Shuttle use is encouraged. We will have complimentary round-trip shuttles to the event (pickup/drop off location in Goleta). Details on shuttles will be shared with ticketholders closer to the date of the event. For those that opt not to take the shuttle, self-parking is available at the Preserve.