



## VIRTUAL EVENT FAQS

### **What can I expect at the virtual event?**

Once on the site, Guests will discover ongoing content and activities throughout the day and are welcome to log in and log off at their convenience. We plan to release new content throughout the day on November 13 and 14 and Guests who are logged in will see it as it is released. If Guests are unable to be online when content is released, it will be available in an on-demand format on the event website after its scheduled debut. Content will be available for a designated amount of time after November 14 to give registered Guests ample opportunities to experience the event content when it's convenient for them. An event itinerary will be posted closer to the event, so please check back for more details.

### **How do I access the virtual event?**

After Guests are registered for the virtual pin event, they will be provided with a unique link to access the event site on the designated dates. When it is time to log in, guests will access this link using their personal device (computer, tablet, or mobile device). Internet access will be required to participate in the event.

### **What is the event content?**

Event content includes, but is not limited to, videos on various pin topics of interest, interviews with special Guests, downloadable art files and interaction with other event Guests.

### **I don't live in the United States. Am I eligible to purchase a ticket to the virtual event?**

Due to certain laws, there may be residents of select countries who are unable to participate in the virtual event. While this is NOT a comprehensive list, we do know that due to these laws, residents of Norway, Australia, New Zealand, and Switzerland are unable to participate. If you want to check on your eligibility to participate, please contact Disney Events via email at [Events@DisneyDestinations.com](mailto:Events@DisneyDestinations.com) and we will confirm whether or not you are eligible.

### **What prevents a non-registered Guest from going to the event website and joining the event?**

Only registered event Guests will receive unique login information to use on the event website. Please do not share login information, as multiple users will not be able to access the event with the same login information.

### **Will I only be able to login to the site one time?**

No, registered event Guests may log in and out of the site as frequently as they wish during the event using their unique information. Please do not share login information, as multiple users will not be able to access the event with the same login information. Instructions on how to log in for the event will be sent closer to the event date.



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 **Does every member of my household need to purchase a ticket?**

Only registered event Guests will receive login information to use on the event website. Each registered event Guest will only be allowed one (1) submission for the merchandise RSP and will receive one (1) Welcome Pin and one (1) Goodbye pin. If multiple members of the same household want to participate in the merchandise RSP and receive gift pins, each member must register individually.

 **Can my family member and I register with the same email address?**

No. Due to the virtual nature of this event, each registered Guest must have a different email address in order to generate a unique login link.

 **Will other Guests be able to view my personal information during the event?**

Registered event Guests can control what personal information is posted on the event website. If Guests want to participate in interactive elements, their first and last name will be displayed alongside their activity for other event Guests to view. If Guests do not wish for their name to be displayed, they can simply decide not to participate in those elements. No other personal information will be shared or displayed and Guests can designate their preference during event registration.

 **What if I miss a scheduled video or content release or live in a different time zone?**

All event content and videos will be available in an on-demand format on the event website after its scheduled debut. If registered event Guests are unable to log on during the specified debut time, Guests can watch the content after it has initially been posted. Content will be available for a designated amount of time after November 14 to give registered Guests ample opportunities to experience the event content when it's convenient for them. Please check back for more details closer to the event.

 **Will the event website only work on November 13 and 14?**

Although the official virtual event dates are November 13 and 14, the event website will be available a few days prior to November 13 so registered Guests can familiarize themselves with the website features. In addition, content will be available for a designated amount of time after November 14 to give registered Guests ample opportunities to experience the event content when it's convenient for them. Please check back for more details closer to the event.

 **How will I get my gift pins (Welcome Pin and Goodbye Pin)?**

Both gift pins will be shipped along with the Guest's merchandise order, which will be shipped to the address the Guest designates. (Please note that we are unable to ship merchandise and gift pins to PO, APO & FPO Boxes, and certain countries.) If a Guest does not have a merchandise order, we will still be shipping the gift pins. In addition, due to the value of the items, ALL shipments will be sent "Signature Required", so Guests should please plan accordingly when choosing the shipping address to prevent it from being sent back to us. There will not be an option for in-person pickup.

 **Will there still be RSP merchandise sold for this year's event?**

Yes! We will operate our Random Selection process (RSP) for event merchandise as we do every year. See below for specific FAQs about the RSP process. Please note that there will be a few new restrictions and parameters associated with purchases and returns due to the unique nature of this year's event and our inability to meet in person.



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 **Can I purchase additional merchandise during the event?**

Yes, if there is remaining product after the Merchandise RSP is complete, those items will be available to purchase during the event in an online store, just like they are usually available at the onsite event store. Items in this online store will be extremely limited, as only items remaining after the Merchandise RSP will be included.

 **How will I get my merchandise?**

Merchandise orders will be shipped to the address the Guest designates, at the Guest's expense. (Please note that we are unable to ship merchandise to PO, APO & FPO Boxes, and certain countries.) In addition, due to the value of the items, ALL shipments will be sent "Signature Required," so Guests should please plan accordingly when choosing the shipping address to prevent it from being sent back to us. There will not be an option for in-person pickup.

 **Can I ship my merchandise to multiple addresses?**

No. Due to the volume of shipments that will need to be processed, we will only be making one shipment per registered Guest.

 **How do I know that my pins will be shipped safely?**

We are taking extra precautions to carefully package each order in an attempt to prevent any damages to the merchandise. Every package will be assembled by our local event Team as we are aware of the delicate nature of these items and want to do our best to ensure they arrive in good condition.

 **When will I receive my merchandise?**

To save on shipping costs and to reduce the number of packages sent to each Guest, we will be combining the RSP merchandise order and online event order (if it exists) for each Guest. Because of this, we will be shipping all orders after the event concludes. Please allow 5-7 weeks for delivery to domestic addresses and note that there may be additional delays due to COVID.

 **Can you ship my merchandise order with another Guest's order if we're shipping to the same address?**

No, we are unable to combine merchandise orders. Each registered event Guest will receive their own shipment.

 **What if I decide that I don't want some of my merchandise after I receive it?**

Due to the unique nature of this year's event, unfortunately we **cannot accept returns or exchanges after the merchandise has been shipped**. The last day to make changes to your RSP order will be November 6 and all RSP merchandise sales will be **FINAL** at that time. All additional merchandise purchases placed during the event will be final once the order is confirmed. Additionally, because the event this year is virtual, there will be no "trade out" opportunity if Guests are unsatisfied with the merchandise purchased. Please choose items accordingly.



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 **What is the Blind Experiential Auction?**

We will not have the opportunity to host a silent auction this year, but we still want to offer the experience of assisting with the creative design process of a single pin for next year's Pin Event. Registered event Guests will have the opportunity to submit a bid for this auction prior to the event start. A minimum starting bid will be given, along with the lot description, and Guests will be able to enter the amount they are willing to pay for the lot. The registered event Guest with the highest bid will be the winner of the lot, which will be completed virtually during the event on November 14. *Please note the rules and guidelines for participating in the Blind Experiential Auction, posted with the lot description.*

 **How do I participate in the Blind Experiential Auction?**

Once a Guest has purchased their event ticket, they will have the opportunity to bid on the Blind Experiential Auction lot, if they choose. Rules and guidelines will be posted, along with a participation waiver that must be completed. Please note that all bids are final and the winning bidder is obligated to purchase that lot.

 **If I decide not to attend the virtual event or cannot attend on November 13 and 14, can I get a refund for my virtual event ticket?**

No, as tickets are non-refundable, non-transferable and will be forfeited if not used in conjunction with the virtual Pin Event. Registered Guests will be given ample opportunities to enjoy all of the event content during and after the event dates. In addition, registered event Guests will still receive their Gift Pins and RSP merchandise, which are considered elements of the event ticket.



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## REGISTRATION FAQs

### **How will registration for the event work?**

The registration link will redirect Guests to a virtual waiting room where they will be able to view their place in line and receive live updates on event availability. Note: Do not refresh the page while inside the virtual queue or you will lose your place in line.

### **Can I enter the virtual queue before registration opens?**

A virtual waiting room will open approximately one hour prior to event registration going live. Guests can join that waiting room by clicking on the registration link and are welcome to join at any point within an hour of registration time.

### **Will entering the virtual waiting room earlier better my chances of getting a good place in the queue?**

When registration opens, Guests will be placed in our virtual queue in random order, regardless of how early they joined this page. All those who enter after booking begins, will be placed based on order of arrival.

### **How will I know when it's my turn to register?**

As registration progresses, you will see the number of Guests ahead of you decrease. Once it's your turn you will be automatically directed into the registration form. Once you enter the registration form, you will have 5 minutes to complete each page. If you remain inactive for more than 5 minutes, you will be transferred out of the registration form and queue.

### **Once in the queue, am I guaranteed to be able to purchase an event ticket?**

Due to high demand, entry into the queue or registration form does not guarantee an event ticket.

### **Will tickets be sold in pairs this year?**

No. Since all virtual event tickets are the same, they will not be sold in pairs this year. Each Guest wishing to participate in the virtual event and receive the Gift Pins will need to register separately.





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# MERCHANDISE RSP FAQs

## What does RSP mean?

RSP stands for “Random Selection Process,” a computer program designed to award limited edition product to event Guests based on their preferences. Normally, three RSP’s are run for each event.

## How does the RSP work?

The RSP always starts with the first item and moves sequentially through the list of available items. It gathers all the Guests that put item #1 as their first preference, and then randomizes the Guest list. Next, it will match up a random Guest with a piece, continuing until it either runs out of Guests or runs out of pieces. If it awards the item to every Guest that put item #1 as their first preference and still has items remaining it will gather all Guests that put item #1 as their second preference. It will randomize these Guests and start matching them to the remaining pieces. The process continues through preference 3, 4 and so on until it either runs out of Guest preferences or runs out of pieces. When item #1 is complete it will move to item #2 and gather all the Guests that put item #2 as their first preference. The process continues for each item in the catalog and the RSP is complete when it either runs out of Guest preferences or runs out of pieces.

## What is the correct way to fill out my preference sheet?

Guests should rank the ITEM number of the item they want most in the world in the field labeled “1st Choice” (using the drop-down box shown below), then the item they want second in the field labeled “2nd choice,” and so on.

The 2nd and 3rd RSP rounds are run simply to give Guests the opportunity to purchase multiples of the SAME item. If Guests do not wish to have multiples of any item, there is no need to fill out the 2nd or 3rd RSP form at all. Guests should list items in the 2nd or 3rd RSP’s ONLY if they wish to purchase additional quantities of the same item. Guests can only request up to a quantity of 3 for a single item. (1 per RSP round).

\*Please note that this example to the right is from last year’s event. Items listed are no longer available.

### First RSP

Please fill in your choices with the item numbers for each pin you would like to purchase. Each item can be listed only once in each RSP section.

Guests should list items in the 2nd or 3rd RSP columns ONLY if they wish to purchase additional quantities of the same item.

Do not list items you do not wish to purchase.

1st Choice	29. "It's a pets world" Frame Set
2nd Choice	11. Nemo & Tank Friends
3rd Choice	05. Elliot's Game Night
4th Choice	22. FairyTails Mystery Box Set
5th Choice	24. Park Pets Box Set
6th Choice	=Select One=
7th Choice	=Select One=
8th Choice	=Select One=
9th Choice	=Select One=
10th Choice	=Select One=

## How should I fill out my preference sheet so I get everything I want?

While preferences are not guaranteed, the best results come when you decide what items you want most and put those towards the top of the list of the 1st round. Remember also to take into account the edition size of the items – higher edition size pieces will be available longer so they can be included lower on your list.



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 **Why didn't I get my first choice?**

The RSP results depend not only on the edition size of an item, but also on the number of other Guests that put that item as the exact same preference as yourself. If 200 Guests put an item as their first preference but there are only 25 of that item, 175 Guests will not receive their first choice. Guests that put that item as their second or higher choice do not even have a chance at purchasing it.

 **If my first choice is not available, will the RSP move my second choice up to become my first choice?**

No, the system is not designed to change your preferences at all. Your preferences will always remain exactly as you mark them on your sheet.

 **I heard I can be awarded something on my 2nd RSP preference list even if I didn't receive it in the 1st RSP. Is this true?**

No. The system does not reserve quantities for assignment in the 2nd RSP. Items only make it to the 2nd round if every Guest that asked for it in the 1st round was awarded that item and there were still quantities remaining. This is why we ask Guests to not list items in their 2nd RSP preferences unless they want to purchase 2 of that item.

 **Can I list the same item more than once in each RSP?**

No – listing an item more than once will remove it from your preferences entirely. Each item should be listed only once per RSP.

 **Can I list items in a different order in the 2nd RSP?**

Yes! Each RSP is completely independent, so you can list items however you choose.

 **Can I turn in more than one preference sheet?**

No, the system is designed to accept only one form per registered event Guest.

 **Can I make changes to my form after I submit it?**

Yes, as long as the RSP has not run. Once the deadline passes and the RSP process is started, the preferences are locked and cannot be changed. If you do need to make an addition prior to the RSP deadline, please do so by logging back into the RSP form.

 **If I'm awarded too much product, what can I do?**

We do ask that you only list items you truly wish to purchase on your list – if you know you don't want something, you don't have to include it. Also, if multiple Guests are trying for a limited item but your group only wants one of that item, tell us when you first turn in your RSPs so we can remove unwanted items and immediately assign them to another Guest. If all else fails, as soon as you receive your selection notice with the list of awarded items, you can contact Disney Events to have items removed. Once orders are finalized for the event on **October 30, ALL SALES ARE FINAL** and **NO REFUNDS** will be offered, so it is important to remove items as soon as possible.