

Penland School of Crafts Annual Benefit Auction Frequently Asked Questions

How late may I make reservations?

Reservations are accepted until the event is full. Reservations are taken on a first-come, first-served basis. We suggest you make your reservations early, as the event has been sold out the past few years.

Can I get in without a reservation or at the last minute? All events at the auction are ticketed. Due to the popularity of this event, we are often unable to accommodate last minute reservations.

Will I receive a paper ticket in the mail?

There are no paper tickets. A receipt for your ticket purchase will be mailed to you along with your catalog in late July. You will receive a bid number and other materials about Penland in your registration packet when you check in at the registration tent upon arrival.

Where can I stay in the area?

An accommodation list accompanies the invitation. Additional housing can be found online through Airbnb, vrbo, and on the Toe River Arts Website <http://www.toeriverarts.org/accommodations/>

May I order a meal for a special diet?

We're sorry, special diet requests cannot be accommodated, but vegetarian, gluten-free and garlic-free selections will be available at every meal.

What do I need to wear or bring?

There is no air conditioning and the weather will be warm during the day and cool at night; be prepared for rain. Appropriate dress is anything you like. Comfortable shoes, clothes, a jacket, and an umbrella are important.

Where do I park?

Volunteers and signs will direct you to designated parking areas. Shuttles will take you to and from the main pick-up/drop-off sites, and golf carts are available to assist you with transportation between events, if needed.

What about handicapped parking?

Parking attendants will give you a map that highlights accessible parking areas. Please ask them to have the golf cart driver follow you to your parking space and they will take you where you need to go. They can also assist you with transportation between events – just let the golf cart driver know.

How do I get around campus once I'm there?

Shuttles run regularly from the parking areas to the main pick-up/drop-off sites. The shuttles also run to Coffee at the Barns on Saturday morning. A golf cart driver can assist those with disabilities; please notify the parking attendants and shuttle drivers when you arrive.

Are all events handicapped accessible?

All buildings used during the auction are accessible. Northlight has an entry ramp on the east side. The tent is most easily accessed from the Pines Walk with parking at the Lily Loom Building. Please let the parking attendants/shuttle drivers know if you have special access needs and we will work with you to make your time here as easy and enjoyable as possible.

Where and when do I register?

The main registration table is located at the gallery on the first floor of Horner Hall. Registration is open Friday from 1 PM until 7:30 PM and Saturday from 8:30 AM until 12:30 PM. Registration will also be open for guests invited to the Director's Dinner Thursday from 5:30-6:30 PM.

Are specific seats assigned for Friday night?

When all seats are sold, guests are assigned to specific tables which seat 10 to 12 people. Individual seats at the table are not assigned. Table assignments will be included in the packet you receive at registration.

Are specific seats assigned for Saturday afternoon?

All guests are assigned to specific tables which seat 10 to 12 people. Individual seats at the table are not assigned. Table assignments will be included in the packet you receive at registration.

May I reserve an entire table?

You may do so, but only if all reservations are made and paid for at the same time or individual reservations and payments clearly indicate the same "host name" for a table.

When will I receive the auction catalog?

Your copy of the catalog will be mailed to you in July. Please remember to bring it with you. If you make your reservation after July 22nd you will receive your catalog at registration upon arrival.

What forms of payment are accepted?

Cash, check, American Express, MasterCard, Visa, and Discover. There will be an express checkout line at the payment table on both Friday and Saturday. Those who wish to pre-swipe their credit card at the registration table for all auction purchases made during the weekend will be eligible to go through the express checkout line.

Is sales tax included?

No sales tax is charged for benefit auction purchases.

When do I pay for my purchases?

You pay for your purchases at the end of the auction on Saturday if you are staying both days. You will be given a receipt to take to the Dye Shed to pick up your purchases. If you are only attending on Friday, you will pay after the Friday auction and pick up your purchases at the Print Studio. You may arrange for shipping at the payment desk, located at The Pines.

Can I have my purchases shipped?

Yes, though some items cannot be shipped due to fragility, size, or weight. Those are marked as such in the catalog. There is an additional charge for shipping. Shipping is handled at the payment desk. Purchasers are asked to fill out a shipping form and to leave a credit card number to which shipping can be charged once the shipping fees are determined. You will receive a call to clear shipping charges before your items are shipped. A \$25 handling fee and a materials charge will apply for each piece. Other items require crating and freight delivery; minimum cost of a crate is \$150 plus the cost of freight service. These items are so marked in the catalog.

Are my ticket and art purchases a contribution toward Penland and how are these funds used?

All proceeds from the Benefit Auction are used to support the programs of Penland School, including all studios, scholarships, studio assistants, community programs, kids camps, gardens and grounds, etc. A portion of your ticket is tax deductible. Refer to your receipt for the tax-deductible amount. The purchase price of artwork is not tax deductible unless it exceeds the stated retail value of the work. In that case, only the difference between the retail value and your purchase price is deductible for income tax purposes. The tax-deductible portion, if any, will be stated on your receipt.

Will the represented artists be at the auction?

All the artists who contribute work to the auction are invited to attend, and many of them do, depending on their schedules.

Can I bid without attending?

Yes. You may pay a \$25 fee for an absentee bid number and catalog. All absentee bids must be placed by noon on Friday, August 9. You will be notified if you are the successful bidder on Monday, August 12. You will be invoiced for the purchase and shipping for your purchase at that time. Contact us with absentee and phone bidding questions and to make arrangements at: 828-765-2359, fax: 828-765-7389, bidding@penland.org.

How can I find out more information about the Benefit Auction?

Check out Penland's website at www.penland.org, contact us at 828-765-2359, or email us auction@penland.org.