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## Snowdogs Discover Ashford Auction FAQ's

### How do I get a ticket for the Auction?

- The Ashford Snowdogs pack is incredibly popular and tickets are expected to be substantially oversubscribed. To express interest in gaining tickets for the auction please contact Kate Duddell on [fundraising@pilgrimshospices.org](mailto:fundraising@pilgrimshospices.org). You will then be asked to complete an online 'Expression of Interest' form.
- Please note that the Snowdogs will sell for between £3,000 - £5,000 and some in excess for each sculpture on the night. Attendance is only for those that wish to bid and take home a Snowdog.
- There will also be the option of online bidding and we can send you more information on the process for this. Online bidding catalogues and registration will be available a couple of weeks before the live auction. Online bidding will take place at the same time as the live auction.

### What is an online bid?

- If you can't attend the auction you can still take part in the bidding. An online catalogue will be able before the auction. You can register and select which sculpture(s) you would like to bid for and how much you are willing to pay, you will also need to input your debit/credit card details.

### What is a proxy/commission bid?

- If you can't attend the auction you can still take part in the bidding. You select which sculpture(s) you would like to bid for and how much you are willing to pay. You submit your bid on the form and provide a copy of your passport/drivers licence and a recent utilities bill (from the last 3 months). You need to include the maximum amount you are willing to bid on your credit card. This must registration be completed at least a week in advance of the auction to be included as a auction bid.
- The auctioneer will treat any online or proxy bids in the same manner as any other bids made in the room. The auctioneer may open the bidding on any lot by placing a bid on behalf of the online or proxy bidder, up to the amount of the reserve, by placing consecutive or responsive bids for a lot.

### If a 'in the room' bid is successful, how do I pay for my sculpture(s)?

- You can pay by credit card (Visa, Mastercard and Eurocard, Debit Card, Delta, Connect and Switch) all sculptures must be paid for on the night.
- Sculptures will not be released until payment has been cleared.

**Live streaming**

- The auction will be streamed live across the Snowdogs social media channels so that the community can enjoy the final part of this incredible project. More information on live streaming will be available on the project social media channels.

**Where is the auction?**

- The Auction is taking place at the Ashford International Hotel - Simone Weil Ave, Ashford TN24 8UX. Only those with tickets will be permitted to enter the auction venue.

**What time does it start, what time does it end?**

- Doors open 17:45, bidder registration, private viewings and a drinks reception will begin from 18:00. We expect the auction to finish at approx. 23:00.

**Insurance:**

- Buyers are reminded that lots are only insured until delivery to you. After this it becomes the responsibility of the buyer to insure their purchase.

**Sculpture delivery:**

- All sculptures will be delivered in the days after the auction between Thursday 6<sup>th</sup> December and Friday 14<sup>th</sup> December. These will be delivered by Pilgrims Hospices skilled retail delivery team, who will help deliver your sculpture to its new kennel.
- When making your payment in the VIP payment room, you will be asked a preference of delivery days. We will endeavour to try and work around your preferred delivery days; however with 35 Snowdogs to deliver and various addresses some may fall into different delivery days.
- Any online bids or bids outside of the east Kent area will require an additional payment to cover the charity expenses in delivery. Any deliveries further afield and abroad we will liaise with buyers regarding delivery and the cost of these deliveries.

**Is my successful bid considered a charity donation?**

- No

**Is my successful bid gift aidable?**

- No