

Frequently Asked Questions

The Children's HeartLink Global (re)Gathering is Friday, October 29. Below you will find helpful information on how to register whether you are attending in-person or virtually, as an individual or as a sponsor, what form of payment is accepted, how to bid on auction items, and more! Find this event form at: childrensheartlink.org/global-regathering.

The registration deadline is October 8, 2021

IN-PERSON REGISTRATION AND INFORMATION - HILTON MINNEAPOLIS

How do I register as an individual?

Go [here](#) and click Register. Click In-Person Tickets, choose your ticket, add to cart, and check out. No individual tickets will be emailed or mailed. Just show up at the Hilton and check in at the event. You will receive a confirmation email from Auction Harmony, our event's registration, and the auction platform.

How do I register as an INDIVIDUAL SPONSOR and register my guests?

Go [here](#) and click Register. Click Sponsorships, click on the level of your individual sponsorship, add to cart, and check out. If you know all your guest names (or a partial list) when you register, click Enter Guest Names before you check out. When you check out, you will receive a confirmation email from Auction Harmony, our event's registration, and the auction platform. You can continue to add your guests' names up until October 8, by clicking the Enter Guest Names button.

How do I register as a CORPORATE SPONSOR and register my guests?

Go [here](#) and click Register. Click Sponsorships, click on the level of your corporate sponsorship, add to cart, and check out. If you know all your guest names (or a partial list) when you register, click Enter Guest Names before you check out. When you check out, you will receive a confirmation email from Auction Harmony, our event's registration, and the auction platform. You can continue to add your guest's names up until October 8, by clicking the Enter Guest Names button.

What form of payment is accepted?

We accept Visa, Amex, MasterCard, and Discover. If you'd like to pay via check, stock, or donor-advised fund, please contact LeAnn Erickson at LeAnn@childrensheartlink.org.

What can I expect once I enter the Hilton?

The Hilton's address is 1001 Marquette Avenue South, Minneapolis. You can either valet park or park in the Hilton's ramp. The event is on the 3rd floor. There, you will find check-in desks to receive your name badge with bidder # and place a credit card on file. You will save time at check-in by using the event link to add your credit card before you arrive.

Note: If you purchased your tickets using a credit card, you will still need to re-enter your card to bid or give.

What COVID guidelines does the Hilton have? Is it safe to attend?

The Hilton follows the state and city guidelines for restrictions. Currently, there are no social distancing or capacity restrictions. The Hilton does require all nonvaccinated team members to wear masks.

Children's HeartLink is fortunate to have Hilton Minneapolis as the venue to host our in-person event. Experts from Mayo Clinic's Infection Prevention and Control team advised and assisted in enhancing Hilton's cleaning and disinfection protocols. The Hilton CleanStay Program with RB/Lysol protection is a rigorous system that incorporates RB's trusted scientific approach to cleaning practices. For thorough information, visit their website at hilton.com/en/corporate/cleanstay/.

How long can I expect to be at the Hilton if I attend in person?

Check-in will begin at 6:30 pm with the program beginning at 7 pm. We expect the evening to last no longer than 2 ½ hours.

If I attend the event at the Hilton, what is the dress code?

Cocktail attire is appropriate or if you'd like to wear your tux or gown, please do!

How do I donate the evening of the event?

Click the event link in your email and navigate to the donate button at the bottom of your screen. Visit our mobile bidding volunteers near registration for help. If you haven't added a credit card yet, you'll be asked to place one on file. Want to pay a different way? No problem, just let us know at checkout.

If you wish, you can add a webpage to your home screen, like an app, in Safari on an iPhone, by clicking the share button at the bottom of the page and clicking Add to Home Screen. You can save the page this way, or simply bookmark the page. You can also leave the tab open when you are not using it.

How do I bid on silent auction items?

The silent auction will begin at noon on Monday, October 25, and end during the after-party. You will receive an email letting you know that the auction has opened. The silent auction will be entirely online.

Click the event link in your email to use the mobile bidding platform to browse the auction and place your bids. Visit one of the volunteers near registration for help with mobile bidding.

If you wish, you can add a webpage to your home screen, like an app, in Safari on an iPhone, by clicking the share button at the bottom of the page and clicking Add to Home Screen. You can save the page this way, or simply bookmark the page. You can also leave the tab open when you are not using it.

If I bid on and won a live or silent auction item, what are the next steps?

You will be contacted soon after the event with instructions on how to redeem your auction items. If you paid via credit card, your card will be charged on Monday, November 1. If you noted an alternate payment arrangement, we received your request and will follow up as needed.

If I bid on and won a live or silent auction item, what are the next steps?

You will be contacted soon after the event with instructions on how to redeem your auction items. If you paid via credit card, your card will be charged on Monday, November 1. If you noted an alternate payment arrangement, we received your request and will follow up as needed.

VIRTUAL REGISTRATION AND INFORMATION

How do I register as an individual?

You will still need to register and reserve your free virtual ticket to access the event link and receive information from us. Go [here](#) and click Register. Click Virtual Tickets, choose your ticket, add to cart, and check out. You will receive a confirmation email from Auction Harmony, our event's registration, and the auction platform.

How do I register as an INDIVIDUAL SPONSOR and register my guests?

Go [here](#) and click Register. Click Sponsorships, click on the level of your individual sponsorship, add to cart, and check out. If you know all your guest names (or a partial list) when you register, click Enter Guest Names before you check out. When you check out, you will receive a confirmation email from Auction Harmony. You can continue to add your guest's names up until October 29, by clicking the Enter Guest Names button.

How do I register as a CORPORATE SPONSOR and register my guests?

Go [here](#) and click Register. Click Sponsorships, click on the level of your corporate sponsorship, add to cart, and check out. If you know all your guest names (or a partial list) when you register, click Enter Guest Names before you check out. When you check out, you will receive a confirmation email from Auction Harmony, our event's registration, and the auction platform. You can continue to add your guest's names up until October 29, by clicking the Enter Guest Names button.

How long will the virtual program be? How do I log on and tune in?

The evening will begin at 7 p.m., and we expect the virtual program to last no longer than 60 minutes. Entertainment will follow for 30 minutes when you can continue to give and bid on the auction. You will receive an email a few days prior to the event. This email will contain a personalized link that you will use for bidding and viewing the event.

How do I donate the evening of the event?

You will receive an email with a link to access the virtual event on your phone, computer, or tablet. Navigate to the donate button at the bottom of your screen. You'll be asked to put a credit card on file when you donate.

If you wish, you can add a webpage to your home screen, like an app, In Safari on an iPhone, by clicking the share button at the bottom of the page and clicking Add to Home Screen. You can save the page this way, or simply bookmark the page. You can also leave the tab open when you are not using it.

How do I bid on auction items?

The auction will begin on Monday, October 25 at noon, and end during the after-party. You will receive an email letting you know that the auction has opened. The silent auction will be entirely online. You will receive an email with a link to access the virtual event on your phone, computer, or tablet. You'll be asked to put a credit card on file when you place your first bid.

If you wish, you can add a webpage to your home screen, like an app, In Safari on an iPhone, by clicking the share button at the bottom of the page and clicking Add to Home Screen. You can save the page this way, or simply bookmark the page. You can also leave the tab open when you are not using it.

If I bid on and won a silent auction item, what are the next steps?

You will be contacted soon after the event with instructions on how to redeem your auction item. If you paid via credit card, your card will be charged on Monday, November 1. If you noted an alternate payment arrangement, we received your request and will follow up as needed.