

## FREQUENTLY ASKED QUESTIONS!

### Can anyone participate in the Online Auction?

- Yes, anyone can participate by visiting <https://onecau.se/hu2025> however you must LOG IN and provide a credit card to Bid & Buy!

### Must I be registered to participate in the online auction?

- Yes, you must be registered; visit <https://onecau.se/hu2025>

### Do I need to purchase a ticket to participate in the online auction?

- No, tickets are not required to be purchased.

### May I pay by check or other methods of payment?

- A credit card is required at registration, all “winning bids” must be paid in full prior to sending. If you are interested in other methods of payment, please email [event@hospitalityuncorked.com](mailto:event@hospitalityuncorked.com).

### How do I retrieve my winning items? Are they delivered, shipped or emailed?

- Winning Bids will be notified and items will be shipped to the “registered” address unless Certificate is provided electronically, in which case it will be emailed and come from [event@hospitalityuncorked.com](mailto:event@hospitalityuncorked.com). Items outside of the Southern California area will be subject to shipping costs.

### How do I donate an item to the auction?

- We are so appreciative of your generosity, if you are interested in participating in our Online Auction or our event in the future please email [auction@hospitalityuncorked.com](mailto:auction@hospitalityuncorked.com).

### How do I start bidding?

- Simply register (see above), watch video:  
[VIEW HOW TO BID VIDEO: Watch Video.](#)

### How can I keep active and know if I am outbid or have won an item?

- You can select the heart icon on any item to add to your favorite. Any item you favorite or bid on will appear in “my items” so you can refer back to it. You can activate a text to send you a message when you have been outbid after you place your bid. You can also set an Auto Bid and set a max bid amount you wish to reach.

### What do I do if I accidentally placed a bid?

- Please CALL #415-300-0624 or EMAIL [auction@hospitalityuncorked.com](mailto:auction@hospitalityuncorked.com)
- Alternatively, contact Hospitality Uncorked #909-632-7938