



## Baby Lock Consumer Getaway and Adventure FAQ's

### **Getaway/Adventure Registrations Questions**

How do I register for a Baby Lock Getaway or Adventure?

*Registrations for all Consumer Getaway by visiting <https://babylock.com/sewed-consumer-getaway> Choose the Getaway category and click the "More Details" button. Some Advanced Getaways and Adventures require attendance in the regular Getaway to attend these classes. Links are emailed out for those specific classes.*

Where do I find the dates and costs of each of the Getaways?

*The dates and costs will be listed by each event. Additionally, dates and cost will also be shown when you click to register for an event.*

When is payment needed for the Getaway/Event?

*Full payment for the event will be due at the time of registration. There is a cancellation policy as well if your plans change and you are unable to attend the event (see below). All payments will show as Tacony Corporation which is the parent company of Baby Lock USA and Canada.*

After I register for the Event, when will my credit card be charged?

*The payment for the whole class fee will be processed within 3 weeks of your registration. (business weeks).*

Is there sales tax charged on this Getaway?

*Applicable taxes are added to all Getaway costs. Based on the individual State tax laws, the final amount of tax charged may be less than stated on your initial website order confirmation. This will occur when your website orders are billed in our system and processed to your credit card. Please note that you may see pending charges on your account until this final amount is charged.*

I registered and saw a pending charge on my credit card. Now that charge has disappeared, and I don't see a charge. Am I still registered?

*Your card is authorized at the time of registration, but it does not charge until we process the payment through our system. If you have any questions regarding your payment, please contact us at [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com).*

*We will contact you if there are any issues when we go to process your payment.*

What if I am interested in registering for more than one Getaway?

*Our new site will allow you to add multiple Getaways to your cart and checkout with one transaction. You will only be allowed to add one of a specific Getaway to your cart and will be required to verify your proof of machine ownership for each type of Getaway.*

What is the cancellation policy if I register and am not able to attend? Can I switch to another class?

*If cancellation of the class occurs two weeks prior to the date of the event, 20% of the full class fee will be forfeited. The entirety of the class fee will be forfeited if the cancellation occurs two weeks or less from the date of the event.*

*If a change of date for the Getaway is requested at least two weeks prior to the event, there will be no loss of payment, however it will be limited by space available. Any questions can be directed to [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com)*

How do I register if I have a previously owned Baby Lock machine where my machine can't be registered on babylock.com?

*Please email us at [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com) and provide proof of ownership(photo of serial number). We will work with you if there is availability in any of the events.*

I own other brands of machines or software but would like to participate in the Baby Lock Getaways, is this possible?

*All Getaways are available for owners of Baby Lock machines only.*

How do I get on a waitlist for future Getaways?

*Waitlists are not maintained for any of the Getaways or Adventures. If classes are full, we suggest exploring other educational opportunities such as our Facebook Communities (listed below) or the SEWED on-line library of training videos.*

*Baby Lock Solaris Community <https://www.facebook.com/groups/3228309350598964>*

*Baby Lock Longarm Community <https://www.facebook.com/groups/2230486530614108>*

Baby Lock Palette Community <https://www.facebook.com/groups/2136928749957555>

Baby Lock Serger Community <https://www.facebook.com/groups/297317471734996>

## **Enrolled Consumer Getaway Attendee Questions**

### What equipment is needed for the class?

*To participate, you need to have a reliable internet connection and computer. For classes that involve software, you may want to have a computer for the Zoom and another with the access to the software.*

*For those attending in-person classes, machines, fabrics and supplies will be provided. For the in-person Palette Getaway, students are asked to provide their own laptop with the software loaded for the class.*

### Do I need to have my machine available to sew along?

*A few classes (i.e. Serger Getaway) do allow you to stitch along with the instructor; however; most Getaways are structured in a demonstration style where attendees will watch the instructor on his/her machines and then practice the action later while reviewing the content via recording.*

### What virtual platform is used for the virtual Getaways?

*Getaways and Adventures are presented using the Zoom platform. If you need assistance with learning more about how to set-up zoom, check out their FAQ information at <https://zoom.us/>.*

### When will I receive information regarding the class links and passwords to attend the classes?

*Your instructor will generally email you the class information, including the Zoom link and password the week prior to the event. They will also include any other information you need at that time.*

### Who do I contact if I need to update any of my personal information provided at registration?

*If you need to update your email address, phone number or shipping address, please contact us at [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com).*

### When should I expect my box of supplies for the class? Who do I contact if I don't receive?

*We do ship a goodie/supply box out to the address you provided during registration approximately 2 weeks prior to the event. All packages are shipped via FedEx Ground. If your shipping address changes from when you registered, it is your responsibility to notify us of the*

*change to guarantee you get your class supplies in a timely manner.*

*Note: Not all Getaways/Adventures have packages sent out.*

*If you need to make an address change or track a package, please email [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com). This information MUST be received AT LEAST THREE WEEKS prior to the event to ensure deliver. Failure to provide notification of address changes within the appropriate timeframe may result in receipt of supplies and/or occurrence of shipping fees.*

What supplies are sent with each Getaway or Adventure?

*Based on the individual class you will receive training materials, fabric kits (if applicable), additional goodies/supplies and Baby Lock swag! Again, not all Getaways and Adventures receive materials or supplies.*

Can I access the class content beyond the week of training? Will recordings be available? For how long?

*Each of the virtual classes are recorded through Zoom. A link to each recording is sent by the instructor at the end of each day via email and provides access to the class recording for 30 days after the class is taught. No recording option will be provided with the in-person training option.*

## **In-Person vs. Virtual Getaways**

Most of the events show they are offered Virtually. When will you be adding classes in person?

*In-person trainings are available for the Solaris, Longarm, Pro-Stitcher Software and Palette Software for 2024*

What is included in the fee for the In-Person trainings?

*The fees for the In-Person Getaways are different than the virtual. Costs include the training, training supplies, goody bags, lunch and snacks. Costs of hotel and travel are **not** included. In-person trainings are held at our Baby Lock Headquarters in St. Louis, MO.*

## **What is the difference between a Getaway and an Adventure?**

*A Baby Lock Adventure is a virtual learning opportunity that's shorter in duration than our very popular Getaways but just as information packed and taught by the experts at Baby Lock! Getaways are typically for our Top-of-the-line Products and typically are a 5-day training experience.*

**Some of the Advanced Classes or Adventures don't allow you to register? How can I be included in those classes?**

*Our Palette Adventures, Advanced Solaris Getaway and Advanced Pro-Stitcher Getaways are exclusive to those who have already attended the initial Getaway. Emails are sent to these prior attendees with a registration link for those classes. If you attended a prior Getaway but didn't receive an email, please email [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com)*