

**General Information:**

**When is the Collectors Club Gathering and what time is it?**

Saturday April 24, 2010 from 9 a.m. to 6 p.m.

**Will Longaberger Homestead® be open to the public and to Collectors Club Members and their guest(s)?**

Longaberger Homestead® will be closed to the general public on Saturday, April 24. You must be registered for the Collectors Club Homestead Gathering for access on this day. Please show your event name badge that you will receive in your confirmation packet for entrance to Longaberger Homestead®.

**What is this year's theme?**

American Garden- A Nostalgic Celebration

**Can I become a Charter Member so I can be included in the Charter Member Grand Prize Drawing?**

A Charter Member is a Member who joined the Collectors Club in 1996 when the club first started. If you are not already a Charter Member you cannot become a Charter Member to have access to Charter Member benefits. However, Members will have access to a Member Grand Prize Drawing and the Hourly Drawings.

**Can a guest become a Collectors Club Member onsite? What event perks will they get?**

Yes, there will be an area in the Basketmaking Facility as well as at Longaberger Homestead for guests to join Collectors Club onsite. Guests who have currently purchased a guest registration for \$45 can join the club the day of the event for \$35 and will receive an event upgrade from a guest to a member.

Guests who become Members the day of the event will receive the following perks:

- \*An opportunity to purchase a pre-woven event basket for \$45
- \*Will be entered into a drawing specifically for new members who have joined the club since Jan 1, 2010
- \*Will be entered into the member hourly and grand prize drawings for the day.
- \*Will receive \$15 Collectors Club Cash (that can be used toward any Longaberger Homestead purchase on April 24, 2010 only)
- \*Will receive 12 Game Tickets (to be used throughout the event in designated areas)

**Will scooters be available the day of the event? If so, is there a charge?**

Yes, scooters will be available on a rental basis only. You may select to rent a scooter when you are registering for the event by selecting the option listed. The rental is a flat fee of \$35 per day. **\*\*Please note: Scooters added onsite will be a flat fee of \$70.** Scooters may be picked up the day of the event in the wheelchair tent near the handicapped parking area.

**Will there be Hourly Door Prizes?**

Yes there will be two hourly door prize drawings. One for Charter Members only and one for Collectors Club Members.

**How do Members claim their prize?**

You will need to claim your prize the day of the event. You must be present to receive the prize and they must be picked up the day of the event (April 24). Prizes will not be shipped after the event. Prize winners will be posted in the Basketmaking Facility near the Information area and at the Door Prize Pickup area at Longaberger Homestead@.

**Will I have the opportunity to have a Family Member sign my basket?**

Collectors Club Members will have a chance to win a family signing through a scratch-off ticket that they will receive in their confirmation packet.

**Will lunch be provided at the event?**

Lunch options have changed for this year. Attendees may pre-order a lunch in a tote for \$15 or they may choose to purchase their lunch from one of the other options available at the Homestead. For a list of items available, please visit [www.longaberger.com](http://www.longaberger.com). Event information is listed under Collectors Club / The Gathering.

**Registration**

**What day and time does registration go live for the 2010 Collectors Club Homestead Gathering?**

Registration for the Collectors Club Homestead Gathering begins on Tuesday, February 9, 2010 at 1 p.m. EST.

**How much is the registration fee?**

Registration is \$35 for a Collectors Club Member and \$45 for guest(s).

**Children age 9 and under are admitted free to the 2010 Collectors Club Homestead Gathering.**

They will need to register as a guest with a Collectors Club Member registered adult, please mark Free - Children 9 years and under on the registration form. EXCLUDES Event Tote Bag.

**I am bringing a child, 10-17 years old, how much does it cost for them to attend the event and what is included?**

Children who are not Collectors Club members 10-17 years of age have a registration fee of \$45 which includes entrance into the event and the Event Tote Bag. EXCLUDES Event Make A Basket™.

Children who are Collectors Club members 10-17 years of age may register as a Member for a registration fee of \$35 which includes an Event Tote Bag, an opportunity to purchase the Event Make A Basket™ (children are allowed to weave on the manufacturing floor or they can choose to receive a pre woven basket), entry into the

member hourly and grand prize drawing, \$15 Collectors Club Cash, 12 Game Tickets and a chance to have a basket signed by a Longaberger Family member.

**Does my membership need to be current?**

Yes, your Collectors Club membership must be current to register for the event. If you need to renew your membership, please contact Collectors Club Customer Care Center Monday through Friday 8 a.m.-11p.m. EST at 740-322-7800 or go to [www.longaberger.com/collectorsclub](http://www.longaberger.com/collectorsclub) for online membership renewal.

**As a Collectors Club Member can I register online? How?**

Yes, go to [www.longaberger.com](http://www.longaberger.com) and click on the Collectors Club title at the top of the page. Click on the Collectors Club Homestead Gathering button on the left side of the page.

**As a Collectors Club Home Consultant Member can I register online? How?**

Yes, go to [www.mylongaberger.com](http://www.mylongaberger.com) and click on the Collectors Club Homestead Gathering button on the main page and follow the directions.

**If I don't have a computer access, how do I register?**

If you do not have computer access, you may contact Collectors Club Customer Care Center Monday through Friday 8 a.m.-11p.m. EST at 740-322-7800. Registration for the event opens Tuesday, February 9 at 1 p.m. EST.

**Before registering what do I need?**

You, as the Member, will need your membership number, credit card (Visa, MasterCard or Discover) number and expiration date, your mailing address, phone number, email, your preferred time for your event Make A Basket™ or if you choose to purchase a pre-made event basket and any special needs. You will need to have your guest's first and last name and any special needs.

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**What does my Collectors Club Member event registration include?**

Longaberger Homestead® is open exclusively for Collectors Club Gathering attendees. Member registration includes the following:

- \*Entry into the event and the 2010 Event Tote Bag
- \*\$15 Collectors Club Cash (can be used toward any Longaberger Homestead Purchase on April 24, 2010 only)
- \*12 Game Tickets (to be used throughout the event in designated areas)
- \*An opportunity to purchase the 2010 Longaberger Collectors Club Homestead Gathering Watermelon Event Make A Basket™ for \$45 (you may choose to weave the basket while space is available or receive a pre-woven basket, only one basket per membership)
- \*A chance to win a Family Signature
- \*Hourly Door Prize Drawings and Grand Prize Drawing
- \*Charter Members - Special Hourly Door Prize Drawing and Grand Prize Drawing
- \*Access to the Collectors Market, Farmers Market, Make It- Take It, displays / demonstrations, activities /games, exclusive event shopping and much more.

**What does my guest event registration include?**

Guest registration includes:

- \*Entry into the event and the 2010 Event Tote Bag
- \*Access to the Collectors Market, Farmers Market, Make It- Take It, displays / demonstrations, activities /games, exclusive event shopping and much more.

**How many guests can I bring?**

There is not a limit on the number of guests (non Members) you can bring to the event.

**What is the deadline to register for the Collectors Club Homestead Gathering?**

Online registration closes March 24, 2010. All registrations made by March 24, 2010 will receive their confirmation packet before the event, so you may plan your trip.

We will offer onsite registration if capacity has not been met by the day of the event. (Once event capacity has been met, registration for the event will be closed. So register today!)

**Can I, as a Member register other Member(s) as my guest?**

No, Members need to be registered as Members and guests (non Members) as guests. Members registered as a guest will not receive Member perks.

**How do I register my bus or tour group?**

Book your tour by calling Guest Relations at 740-322-5588 Option 6, Monday-Friday 8 a.m.-5 p.m.

Please remember to register Members as Members and guests (Non Members) as guests.

**I have 2 membership's, can I register for the event under both memberships?**

Yes, if you have two Collectors Club memberships you can register under each membership and you will be charged \$35 for each registration (total of \$70). Each membership registration will include the following however a **non-member cannot** use your membership registration. Non-Members would have to register as a guest.

- \*Entry into the event and the 2010 Event Tote Bag
- \*\$15 Collectors Club Cash (can be used toward any Longaberger Homestead Purchase on April 24, 2010 only)
- \*12 Game Tickets (to be used throughout the event in designated areas)
- \*An opportunity to purchase the 2010 Longaberger Collectors Club Homestead Gathering Watermelon Event Make A Basket™ for \$45 (you may choose to weave the basket while space is available or receive a pre-woven basket, only one basket per membership)
- \*A chance to win a Family Signature
- \*Hourly Door Prize Drawings and Grand Prize Drawing
- \*Charter Members - Special Hourly Door Prize Drawing and Grand Prize Drawing

\*Access to the Collectors Market, Farmers Market, Make It- Take It, displays / demonstrations, activities /games, exclusive event shopping and much more.

**If I cannot attend, can I transfer my registration to another Member?**

No, registrations are NOT transferable. You would need to cancel your Member registration by March 24, 2010 to receive a full refund.

**If my guest cannot attend, can I transfer my guest's registration to another guest?**

No, registrations are NOT transferable. You would need to cancel the registration for your guest by March 24, 2010 to receive a full refund and then register the new guest. To register your new guest after March 24, 2010, please call Collectors Club Customer Care at 740-322-7800.

**If a Member has a guest registered and the Member has to cancel, can the guest still attend the event?**

The event is a perk of membership and registered guests need to attend the event with a Collectors Club Member registered for the event. Your guest would need to register under another Collectors Club Member in order to still attend the event.

**How do I cancel if I cannot attend?**

Cancel your registration through your email confirmation or you may contact a Collectors Club Customer Care Center Monday through Friday 8 a.m.-11p.m. EST through March 24, 2010 at 740-322-7800 to speak to a Collectors Club representative to receive a refund or cancel your registration.

**If I cancel my registration do I receive a full refund?**

Cancellations received on or before March 24, 2010 will receive a full refund. Cancellations received after March 24, 2010 will not receive a refund. Members are responsible if their guest(s) cancels. You will immediately receive confirmation of your cancellation and your credit card will be credited within 7-10 business days. Please contact your bank if you do not see the credit within a couple of weeks. Members are responsible if their guest(s) cancel.

**If a Member registers for the Collectors Club Homestead Gathering and does not attend will they receive amenities from the event?**

No, we will not send event items. You must attend the event to receive event perks.

**Email Confirmations**

**I received two email confirmations, was my credit card charged twice?**

Your credit card was not charged twice. The system automatically sends a confirmation to the registering member and if you typed in your email address on the confirmation page, you will receive a second email.

**Where is my confirmation number?**

Once you've finished registering, the last page will be the confirmation page, which will show your confirmation number. It will also appear on the confirmation page that is emailed to you after your registration is complete.

### **Confirmation Packet**

#### **When will the confirmation packets be mailed?**

Yes, Members who registered for the event by March 24 will receive their confirmation packets by mail the beginning of April. Confirmation packets will be mailed to the Member who is registered for the event as a Member. All of the guest information will be mailed to the Member who registered them.

#### **Will my guest's registration information be included with my confirmation packet?**

Yes, your guest confirmation information will be included in your member confirmation packet.

#### **What if I do not receive my confirmation packet in the mail?**

If a packet is not received in the mail, please call Collectors Club Customer Care at 740-322-7800 to let them know. We will have a packet ready for you to pick up onsite at the Registration/Information Area the day of the event. Packets that were not received by mail will not be resent.

#### **What do I do if my name badge is incorrect or the contents in my confirmation packet received in the mail are incorrect?**

Call the Customer Care Center and a Customer Care representative will take your name, membership number, city and state along with the information regarding what is incorrect. The correct information will be waiting for you at the registration information area the day of the event in the registration area.

#### **Will there be an agenda in my registration packet?**

Yes.

### **Payment**

#### **What credit cards do you accept?**

We will accept Visa, MasterCard and Discover for Collectors Club Homestead Gathering registration, adjustments or registrations onsite. No cash or checks.

#### **Can I break up the costs between two credit cards or can I make a partial payment for registration?**

The system we are currently using does not allow us to accept more than one form of payment.

#### **Why are you encouraging credit card payments online?**

All registration details are handled online to ensure consistency and a smoother, quicker process. Credit cards allow for this. We are very confident and comfortable with the credit card security measures on the online site.

**Late Registration**

**Will there be late registration onsite?**

If the event does not reach capacity prior to the event date, you will be able to register onsite the day of the event beginning at 9 a.m.

**Collectors Market**

**Who can participate in the Collectors Market?**

Only Collectors Club Members may submit a request for tent space at the Collectors Market.

**Is the Collectors Market only available to those Collectors Club Members who have registered for the event?**

Anyone attending the Gathering may purchase from the Collectors Market.

**How do you register for the Collectors Market?**

All reservations are made through the Longaberger Homestead Events. Contact Joyce Dodson at 740-322-5036.

**Are they limited to selling past Collectors Club products or can it be any Longaberger product?**

Sales and trading are limited to Longaberger products that were sold in the past and are not currently available from Home Consultants.

Longaberger products originally given as awards, special recognition or gifts to Collectors Club Members, employees or our Longaberger Home Consultants **cannot** be sold at the Collectors Market.

Non Longaberger products are prohibited.

**Event Make A Basket™**

**Can everyone participate in the Event Make A Basket™?**

New this year...Members only will have the opportunity to purchase the 2010 Longaberger Collectors Club Homestead Gathering Watermelon Event Basket for \$45. Members may select to weave this basket while space is available or receive a pre woven basket.

**Can Children 18 years and under, who are a Member weave an Event Make A Basket™?**

Yes, Children who are Collectors Club Members, are registered for the event as a member and have selected to purchase the basket for \$45 may weave their own basket.

**Is my guest able to participate in the Event Make A Basket™?**

No, the opportunity to purchase the 2010 Longaberger Collectors Club Homestead Gathering Watermelon Event Basket for \$45 is for Collectors Club Members only.

However, for guests our daily Make A Basket operation in the front of the Basketmaking Facility will be open and taking reservations throughout the day. You can call Guest Relations for reservations at 740-322-5588, option 6 or sign up the day of the event if openings are available.

**Can I change my Event Make A Basket™ time onsite?**

You may check the Event Make A Basket™ area the day of the event to see if we will be able to accommodate your request.

**What does the Event Make A Basket™ look like?**

This adorable Watermelon Event Basket in pink and green measures 7 1/4" in length, 5" wide and 3-3/8" tall. Please refer to the Event Make A Basket™ section to see a picture.

**Can I get my pre-woven Event basket or Event Make A Basket™ signed by a Family Member at the event?**

Collectors Club Members will receive a scratch-off ticket in their confirmation packet which will indicate if you have won the opportunity to receive a Family Signature at the event. If you have a winning ticket and your Event Make A Basket™ takes place prior to the Family Signing time assigned or you are able to pick up your pre-woven event basket prior to the Family Signing time assigned you may take the event basket to be signed.

**Longaberger Homestead®**

**What are the hours of Longaberger Homestead® retail shops?**

The hours are 9 a.m. to 6 p.m. for Friday, April 23 and Saturday, April 24, 2010 and Noon – 5 p.m. on Sunday, April 25, 2010.

**Will there be exclusive items available to purchase (Ex: Collectors Club apparel) at Longaberger Homestead®?**

Yes. Basket accessories will be available in the Foyer of the At Home Shop.

**Will there be an obsolete area?**

The Longaberger Factory Store features retired and revered products, our Factory Store captures the spirit of our American craft and tradition, and provides you the opportunity to find rare Longaberger Treasures.

**What are the other accessories available for the Event Make A Basket™?**

Finish your unique treasure by adding the Watermelon WoodCrafts lid, specially designed black metal stand, and our exclusive Watermelon fabric liner, protector and tie-on.

**How do I order the accessories for the Event Make A Basket™?**

Liners, lids, protectors, and more will be available to purchase in the Longaberger Homestead Shop Foyer, or you may order them after **April 1st** at [www.longabergerhomesteadstore.com](http://www.longabergerhomesteadstore.com). Normal shipping and handling fees will apply.

2010 Collectors Club Homestead Gathering  
FAQ'S