



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>. Download a digital brochure for more detailed information or click the Register Now button to get started on your Registration.

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

The dates and costs are listed on the segment pages as well as in the digital brochures.

Is there sales tax charged on this Getaway?

Residents in most territories of Canada, in addition to the states listed here, CT, HI, NM, PR, SD and WV will be charged sales tax on the registration fee.

When is payment needed for the Getaway/Event?

New in 2022, 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.

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 before two weeks prior, 20% of the full class fee will be forfeited. Class fee will be forfeited in its entirety if the cancellation occurs two weeks or less prior to the event. In the event 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

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 if you have a situation like this. We will do our best to work with you if there is availability in any of the events. Request will be made to provide proof of ownership as well.

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

The Consumer Getaways are available for owners of Baby Lock machines only.

How do I get on a waitlist for future Getaways?

We do not keep waitlist for our Getaways. If classes are full, we suggest you join one of our Facebook Communities

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 live internet connection and your computer. For some classes that involve software, you may want to have a computer for the Zoom and another with the access to the software.

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

Most of the Getaways are follow-along where you will watch the Instructor on the machine. A few classes (ie. Serger Getaway) do allow you to stitch along with the Instructor. Many of the classes will allow you to review the content after the class.

What virtual platform is used for the virtual Getaways?

Zoom is the platform used for most of the Getaways. 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 be emailing you regarding the class link and password to attend the classes. This info is usually sent late in the week prior. 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.

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. These 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

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!

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

Each of the virtual class is recorded through Zoom and a link to each recording is sent by the instructor at the end of each day. This link 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 limited for 2022.

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

*Those will be a different class fee than the virtual. Costs include the training, training supplies, lunch, snacks and dinner. 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.