



## Baby Lock Consumer Getaway and Adventure FAQ's

### April-June 2022 Promotion

#### **Getaway/Adventure Registration Questions**

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

Visit [babylock.com/getaway-adventure-registration](http://babylock.com/getaway-adventure-registration) to view available dates and register.

What is needed to register for the Promotional Baby Lock Getaway or Adventure?

The registration will require your machine registration and a copy of your purchase receipt. To register your machine, visit [www.babylock.com](http://www.babylock.com).

What if I am not able to attend the class I register for? Can I switch to another class?

We understand that life happens and sometimes dates need to change. We ask that in the event you need to cancel that you do so 2 weeks prior. Kits are typically mailed out in that timeframe. The promotion must be redeemed by 12/31/2023. Any questions or updates can be directed to [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com).

How long do I have to register for the Promotional Getaways or Adventures?

Registration must be completed by 7/31/2022. Any questions or concerns can be directed to [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com).

How do I get on a waitlist for future Getaways or Adventures?

Only the 2022 Getaway dates are published for the Promotional Getaways and Adventures. More dates will be added for 2023 if needed. If the dates provided do not work for you, please reach out to us at [consumergetaways@babylock.com](mailto:consumergetaways@babylock.com) to receive updates on future class offerings.

## **Enrolled Consumer Getaway and Adventure Attendee Questions**

What equipment is needed for the class?

*To participate, you need to have a live internet connection and your computer.*

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

*Most of the Getaways and Adventures are follow-along where you will watch the instructor on the machine. Many of the classes will allow you to review the content after the class.*

What virtual platform is used for the virtual Getaways and Adventures?

*Zoom is the platform used for most of the Getaways and Adventures. 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?.

*Reminder emails about your event will be sent out to you leading up to the training. 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](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. 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](mailto:consumergetaways@babylock.com).*

What supplies are sent with each Promotional 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 classes 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. The Promotional Getaways and Adventures will be held virtually with the exception of the Regalia Getaway.*

## **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.*