



LancasterHistory

Frequently Asked Questions (FAQ) 2021 Valentine "Stay-at-Home" Gala

GIFT BAG PICK-UP

When can I pick up my gift bag?

Gift Bag pick-up is available on Saturday, February 13 from 10am to 4pm at LancasterHistory, 230 North President Avenue. It is curbside pick-up, so please pull around to the building entrance facing North President Avenue to pick-up your bag.

What are your safety protocols for picking up gift bags?

We ask that all attendees wear face masks or face coverings and remain in their vehicles for pick up. Gala committee members will also be wearing face masks/face coverings and will hand you your bags or place your bag in your vehicle's trunk if preferred.

I can't pick up my gift bag that day. How can I get it?

If you aren't available to pick up your bag on Saturday, please contact Robin Sarratt at robin.sarratt@lancasterhistory.org to arrange a separate pick up time or to have your bags shipped. Out of state attendees' bags will be shipped to them. *Please note that perishable items will not be held for delayed pick-up or shipped.*

I really love the swag! Can I buy extras?

Additional items from the gift bags may be available for purchase after the event in LancasterHistory's Museum Store. Please contact us for item availability if you'd be interested in purchasing any extra items.

VIRTUAL EVENT/WATCH PARTY

How do I get the link to watch the event?

When we have the links for the event, we will update our Valentine Gala webpage at lancasterhistory.org/valentine with the links. We anticipate the links to be available by Friday, February 12. Please check lancasterhistory.org/valentine to grab a link to watch on Facebook or YouTube (your preference) on the day of the event.

Do I need a Facebook or YouTube account to watch?

No, you do not need a Facebook or YouTube account to watch. However, accounts may be required if you wish to participate in the video's live chat.



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Does it matter whether I watch on Facebook or YouTube? Is there a difference?

The event will be the same video content no matter which platform you choose. If you wish to watch from a streaming device, such as a Roku or Amazon Fire Stick, however, YouTube may be your best choice. Just search for "2021 LancasterHistory Valentine Stay-at-Home Gala" and make sure it indicates it is a "live" or a "premiere" event or video.

How will I know it has started?

When on the appropriate Facebook or YouTube video, there may be a countdown prior to 7pm. The video should begin automatically when the countdown ends at 7pm. If it does not, try refreshing the page or link. Those watching on YouTube should see a countdown begin two minutes prior to the start of the video. Once the countdown ends, the video should automatically begin.

The audio/video is out of sync. How can I fix it?

If you notice the video is slightly out of sync, refresh the page or link. That should fix most sync issues.

I can't watch on Saturday. Will the video be available afterwards?

Yes! The event will be available on both platforms until Monday, March 1, 2021. The live chat, however, will be closed and archived.

OTHER HOUSEKEEPING NOTICES

Please note that LancasterHistory staff will be unable to help you troubleshoot your video during the event. We apologize for any issues you may experience.

LancasterHistory staff will do their best to moderate the live chat during the event. We encourage all to abide by our [Facebook Commenting, Posting, & Privacy Policy](#) to engage in polite and respectful virtual conversations.

Thank you and enjoy the 2021 Gala!