

## Frequently Asked Questions

Below are some frequently asked questions by tour attendees. If you have additional questions, please contact:

Home Tour questions: [hometour@bathvolunteersforservice.com](mailto:hometour@bathvolunteersforservice.com)

Watch Party questions: [watchparty@bathvolunteersforservice.com](mailto:watchparty@bathvolunteersforservice.com)

Reservation questions: [tickets@bathvolunteersforservice.com](mailto:tickets@bathvolunteersforservice.com)

### **I purchased a gift/guest reservation for the in-person Watch Party Brunch on the Zeffy site. Will the recipient receive a confirmation from Bath Volunteers for Service?**

Not at the time of purchase. When purchasing reservations for the in-person Watch Party Brunch on the Zeffy site, **you** will be asked at checkout to provide the name and a valid email address of the individuals for whom you are purchasing the reservations. If you do not have this information at the time of purchase, you will need to provide the names and emails of your guests separately by emailing [watchparty@bathvolunteersforservice.com](mailto:watchparty@bathvolunteersforservice.com) before May 22<sup>nd</sup>.

Your guests will NOT receive a confirmation email of your purchase from Bath Volunteers for Service **at the time of purchase**. Please invite them yourself.

Once the May 22<sup>nd</sup> deadline for purchasing a Watch Party Brunch reservation pass, you and your guests will receive a confirmation email with the date, time, and other essential details for the Watch Party Brunch. This email will be sent to all reservations for which we have **both** a name and a valid email address. Please make sure your guest information is provided either when you purchase via Zeffy or by emailing it to [watchparty@bathvolunteersforservice.com](mailto:watchparty@bathvolunteersforservice.com) before May 22.

### **I purchased a gift/guest Virtual Video Link on the Zeffy site. Will the recipient receive a confirmation from Bath Volunteers for Service?**

No. If purchasing the Virtual Video link on the Zeffy site, you will be asked at checkout to provide the name and email of the individuals you are purchasing the reservations for. If you do not have this information at the time of purchase, you will have to provide the names and emails of your guests separately by emailing [tickets@bathvolunteersforservice.com](mailto:tickets@bathvolunteersforservice.com) before May 28<sup>th</sup>. Your guests will NOT receive a confirmation email from Bath Volunteers for Service at the time of purchase.

Your guest will receive their link to view the Virtual Video Tour via a separate email from Bath Volunteers for Service on Monday, June 1<sup>st</sup>. We must receive both a name and a valid email address for each of the guests to send them their digital access link.

## Can I purchase an in-person Watch Party Brunch reservation or a Virtual Video Tour link by mail?

Yes, you may purchase a reservation for a Virtual Video link and a reservation for the in-person Home Tour Watch Party Brunch by mail.

1. Print and complete the form available in the **Reservations** section of the Home Tour website
2. Send the completed form with a check to BVS Bath Home Tour, P.O. Box 33, Bath, Ohio 44210, **before May 22, 2026**. Only orders received by this date will be processed in time to attend the Watch Party Brunch. However, if you are unable to mail in your order by the cut-off date, you may still purchase a Virtual Video Tour link on the Zeffy site until June 12th.
  - Zeffy is a **free reservation system with no credit card fees and no service fees**, allowing BVS to receive 100% of your donation. You can make an **OPTIONAL DONATION** to help Zeffy cover their costs at check-out by using the drop-down menu.
3. You **MUST** include a name and a valid email address with the order to receive additional information regarding the in-person Home Tour Watch Party Brunch and the email digital link for viewing the Virtual Video Tour starting Sunday, June 1. To view the Virtual Video Tour, we must have a name and a valid email address for each individual.
4. If you purchase a gift/guest reservation on the mail-in form for the in-person Watch Party Brunch, you will need to provide your guest's name and a valid email address on the back of the form. Before the event, your guest will receive an email from Bath Volunteers for Service with the subject line containing "BVS Watch Party Brunch". This is for confirmation purposes only.

## Can I purchase a Sponsorship by mail?

**If you would like to purchase a Sponsorship at \$100 or above by mail:**

1. Print and complete the Sponsorship remittance form available in the **Become a Sponsor** section of the Home Tour website.
2. Send the completed form with a check or credit card to BVS Bath Home Tour, P.O. Box 33, Bath, Ohio 44210 by May 1 to ensure recognition in all promotional materials.
3. You **MUST** include a valid email with the order to receive additional information regarding the Tour and the benefits of your sponsorship.

## How do I or my guest access the Virtual Video tour link?

- You will receive an email from Bath Volunteers for Service by 9:00 a.m. on Monday, June 1, with a digital link to view the tour.
- If you do not receive the email by 10:00 a.m., please check your spam folder or email [tickets@bathvolunteersforservice.com](mailto:tickets@bathvolunteersforservice.com)
- The email will be sent to the email address you provided during the reservation purchase. If you purchased gift/guest reservations, the recipient would receive an email with the link to view the tour at the email address you provided during purchase.

### **Once I receive the email, how do I view the Virtual Video Tour?**

Please click the digital link in the email to view the web page with the tour videos. The videos will all be available on a single web page, allowing you to view the tour and the online program at your leisure in any order you choose. You can also choose to start the tour and come back and finish when it is convenient. The videos can be watched on your smartphone, tablet, laptop, or home computer. You can also connect your computer to your TV to enjoy a big-screen tour experience.

### **How long do I have to view the Tour?**

The Virtual Tour videos will be available from 9:00 a.m. on Monday, June 1, through 11:59 p.m. on Friday, June 12, 2026. During that time, you may enjoy the videos as many times as you would like. You may also choose to start the Tour and come back and finish when it is convenient.

### **What if I don't view the Tour while the videos are available?**

The Tour videos will only be available from June 1-12, 2026. After that time, they will expire and will no longer be available for viewing. Refunds cannot be issued if you are unable to view the Tour.

### **What if I have technology issues?**

We strongly encourage you to test your internet connection before the tour. Unfortunately, BVS cannot troubleshoot our guests' technology issues.

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