



## Raffle FAQs

### How do I see the items up for raffle?

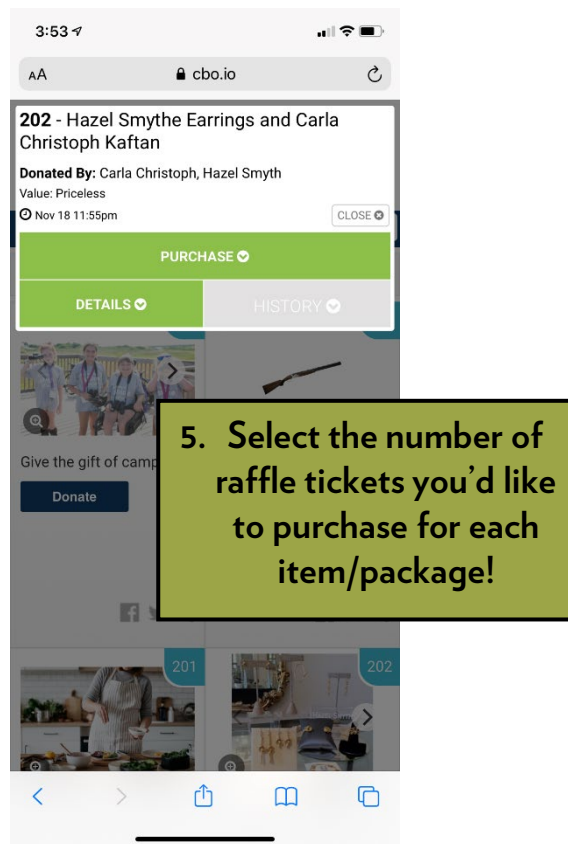
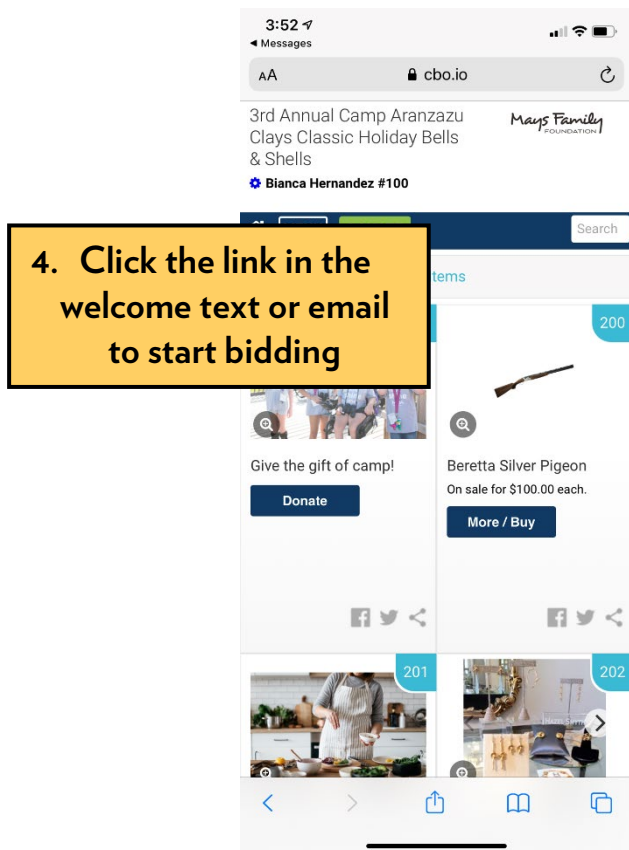
Go to <https://camp.cbo.io> to see which items are available for raffle and read the descriptions of all the items. New items can be added before the event so keep checking the website.

### How do I purchase a raffle ticket for an item?

Register and securely add your name, address, and credit card information.

The image shows two screenshots of a web browser. The first screenshot shows the homepage of the website with a callout box that says "1. Go to <https://camp.cbo.io>". A red arrow points from this box to a "Register Now" button on the page. The second screenshot shows the registration form with a callout box that says "3. Fill out the information to register and submit your registration". The form includes fields for Mobile Phone, Email, First Name, Last Name, Address, City, State, and Postal.

*Information will only be used for payment and sending your formal tax acknowledgment.  
Your credit card information will not be stored.*



If you have any trouble registering or purchases your raffle tickets, email Bianca at [bhernandez@camparanzazu.org](mailto:bhernandez@camparanzazu.org).

### When does the raffle close?

Raffle ticket purchases will close at 5:00 PM on Wednesday, November 18, 2020.

### How can I donate to Camp Aranzazu?

You can text “camp” to 56651. Follow the prompts to make and pay for your donation.

You can add a donation to your bidding cart by clicking the green “DONATE” button at <https://camp.cbo.io>.

You can make your donation at [Camp Aranzazu’s website](https://camp.cbo.io).

### I made a mistake while purchasing a raffle ticket/donating and need one of my purchases/donations removed. How do I do this?

You will need to connect with a Camp Aranzazu staff member either on-site or in an email. If you are not at the event and this mistake occurs, you can email the issue to Bianca at [bhernandez@camparanzazu.org](mailto:bhernandez@camparanzazu.org) before the raffle closes and she can remove the item from your receipt.

**I don't want to pay with the credit card I used to register. How can I use a different payment method?**

If you are joining us in-person at the San Antonio Gun Club, simply find a Camp Aranzazu staff person to pay by cash, check or with a different card.

You have the option to pay using your digital wallet which includes Apple Pay, Venmo, or PayPal.

All credit cards for winning bidders who have not completed payment will be charged on Friday, November 20, 2020. If you are not at the event in person, email Bianca at [bhernandez@camparanzazu.org](mailto:bhernandez@camparanzazu.org) before 1:00 PM on Friday and let her know you'd prefer a different payment method like cash or check.

**How do I pay for my raffle tickets and/or donations at the end of the night?**

Go to the link, <https://camp.cbo.io>, and click the red "Pay!" button on the top of the site.

**I see "Help Camp Aranzazu cover fees associated with credit card purchases" on my receipt. What does this mean?**

You can choose to provide an additional donation to Camp Aranzazu by covering the fees associated with credit card purchases. **If you do not want to cover the credit card fees**, simply check the box that says "Opt out of: Help Camp Aranzazu cover fees associated with credit card purchase."

Event proceeds will help our program staff to create and deliver alternative programs and ensure that camp is ready to open when we can once again gather together safely.

Thank you for helping make this year's Holiday Bells & Shells a success!

