**Gala Refund FAQs**

**1. When will you announce the refund cheque collection dates and time?**

A: Within one week of the definitive school resumption date, as announced by the HK Education Bureau (EDB) or Maryknoll Convent School, whichever is later, we will endeavor to announce the cheque refund/tote bag collection date(s). The announcement will provide details for the exact location within the school for collection, the date(s) and time. Currently, EDB guidelines call for schools to resume on March 2, ***yet subject to further assessment***.

**2. Without collection date(s) and time, I don't know if I or someone I authorize can come. What do I do?**

A: We understand the dilemma. We propose that you fill in an authorised person to collect on your behalf in the form. If you come in person, we will also allow collection as long as you show the QR code and verify your identity by allowing sight of your HKID card or other equivalent identification document.

**3. I made a mistake when I filled out the online form/want to change my form. What do I do?**

A: You can resubmit the online form with all the correct information and the last submitted form before February 29, 2020 will supersede all prior ones. Please however record the date and time of your last submission, so that we can double-check in case there is any confusion.

**4. I don’t recall receiving any QR codes, can you resend to me?**

A: The QR codes were sent to each Table Booker’s email on January 20, 2020 with subject title “MCS 95th Anniversary Gala Dinner – E-Tickets Table Number xx”
***If you are a table booker***, please check your email. If you cannot find the original email, please private-message us on Facebook or send an email to mcs95thgala@gmail.com
***If you are a table participant***, please check with your table booker, as all QR codes were sent to the table booker to be disseminated among individual table participants.

**5. I live overseas and cannot cash a HK Dollar cheque. Can you help?**

A: We apologise that because of resources, we cannot issue non HK dollar cheques. If you have HK based classmates, family members or friends, we suggest that you authorise the payee of the cheque in the name of one of them. He or she can then reimburse you in appropriate currency denomination.

**6. Can you send the refund cheque by mail or arrange direct-deposit?**

A: We apologise that due to limited resources, we appreciate your support in coming back to the school to collect the cheque as well as the tote bag. You may also authorise a third party to collect on your behalf.

**7. Can I fill in one form for my whole table?**

A: We understand it is cumbersome, but to give maximum flexibility to individual alumnae to decide what to do with the refund and collection details, and for better record keeping and tracking, we kindly ask that you complete one form for each QR code.

**8. Can I specify that my donation will go to Sisters at the Motherhouse?**

A: We know alumnae always have the Sisters on their minds. Unfortunately, the Foundation constitution limits us from redirecting your donation to the Sisters. However, you can donate directly here: <https://www.maryknollsisters.org/support-us/donate-now/>

**9. What is in the tote bag and is it the same as the Maryknoller LeSportsac bag?**

A: The small tote bag contains gift items contributed by sponsors for the gala dinner. It is not the same as the Maryknoller LeSportsac bag.

**10. I have other questions- who do I contact?**

A: Please send questions to mcs95thgala@gmail.com and we will try our best to get back to you. We thank you for your patience as our volunteers work hard to support the refund processes.