RSVP FAQ's

1. **Can I bring a guest/child guest who does not live in Auburn Bay?**

   No. Due to capacity limitations, this event is reserved exclusively for Auburn Bay residents only.

2. **I have visitors/relatives from out of town during that time? Can we bring them to the event?**

   No. Due to capacity limitations, this event is reserved exclusively for Auburn Bay residents only. To ensure fairness, reservations are limited to Auburn Bay residents permanently residing in your household.

3. **What is the refund policy?**

   Reservation fees are non-refundable.

4. **Is my registration fee or ticket transferable?**

   Tickets are non-transferable and may not be sold or reassigned to another individual.

5. **Do I have to bring my ticket to the event?**

   Your ticket (printed or digital) is your confirmation for the event, and the name on the ticket presented must match the reservation guest list at check-in. In addition, your resident membership card must be presented upon check-in with the event ticket.

6. **Is it ok if the name on my ticket or registration doesn't match the person who attends?**

   Because this is a private event, each ticket is valid only for the individual named at booking and must match our reservation guest list at check-in.

7. **Can I update my registration information?**

   Yes. If at any point, some or all of your registered family members are no longer able to attend, please email events@auburnbay.org to update your reservation. Even if it is only the difference of 1 person no longer attending. These minor adjustments in numbers make a significant impact on overall attendance numbers and being able to accommodate those waitlisted.

8. **What if I haven't paid my annual membership fees?**

   As per the Residents Association policy, access to the facility, park, and the lake is restricted for accounts with outstanding balances. Membership fees must be paid in full to attend the event.