

# CITYKIDS FAQ

## Donation Interest FAQ

**How can I donate items?** Just want to get rid of your stuff? Donate directly to Lilypad, you can drop off during any playgroup, or email us to coordinate a drop-off in South Philly. Donations are accepted year-round. Your donation will go directly toward supporting Lilypad, our non-profit community playspace at 1234 S. Broad Street.

## Consignor Interest FAQ

**How do I become a consignor?** Consignor registration opens soon! Stay tuned for info on our spring/summer sale.

**What do consignors have to do?** There is a \$15 registration fee. Once you have registered you enter your own items into our software. You price, tag, and prepare your own items. You will drop off your items at your scheduled drop-off appointment at Old Pine Community Center on April 5. We handle the selling.

**How often do you have these sales?** Twice a year, typically the spring/summer sale is in March /April and the fall/winter sale is in August/September/October.

## Volunteer Interest FAQ

**Do I need to be a consignor to volunteer?** Anyone can volunteer. We are always in need of more volunteers. Invite teens, grandparents and friends! Volunteer shifts are 3 hours each. ONLY the person who volunteers may attend the Volunteer Pre-Sale (no children allowed at pre-sale). Snacks/beverages will be provided to all volunteers during their shift. As a non-profit, we can sign off on teens who need volunteer hours for school. Please email us before signing them up.

**What about early shopping?** Volunteers get to shop before the public at the Volunteer pre-sale on Friday evening. We always need volunteers, so please consider signing up for 1 three-hour shift to get in to shop before the crowds.

**May I sign up for more than one volunteer shift?** Yes.

**What happens if I don't show up for the volunteer shift I signed up for?** We count on our volunteers to make our sale a success. If you sign up and are unable to fulfill your shift, please remove yourself from the shift as soon as possible so we can fill the spot, as this is an all-volunteer non-profit sale. Just sign in to My Sale Manager, and you can remove or change your shift easily!

**May I bring my children during my volunteer shift?** No, even though volunteering is fun and easy, we cannot accept volunteers who are also watching little ones at the same time. However, you may bring your infant who remains in a sling or carrier, during certain volunteer shifts, please email us after you sign up for your shift to ensure we can accommodate you.

## Location FAQ

**Where is the sale located?** Old Pine Community Center, on 4th and Lombard Streets, in Society Hill. Lombard Street is one block north of South St.

**Is there off-street parking available?** No, there is street parking along Lombard and on 4th and 5th streets.

**Is there an entrance fee to shop?** No, there is no entry fee to shop the sale.

**How often do you have these sales?** Twice a year, typically the spring/summer sale is in March /April and the fall/winter sale is in August/September/October.

**Will you still have the sale if it rains?** The sale will go on regardless of the weather. The sale is indoors. Umbrellas may be left outside the sale, at the stroller parking area.

**Can I bring food or beverages into the sale?** No, food and drink are not allowed inside the sale. What will you have at the sale? Just about everything baby- and kid-related, NB up to age 12. Each sale is unique, and we do not know what items will be offered until the time of the sale. What methods of payment will you accept at the sale? CASH. Credit/apple pay with a 3% fee, also accepted.

**May I bring my children to the sale?** While children are allowed at the sale, we encourage shoppers to come without kids as the sale may be crowded, especially on Saturday morning. If you do bring your child, please keep them at your side at all times. Please do not allow them to play with the toys or equipment until you have purchased items. Your strollers, bikes, car seats, carts etc must stay outside at our stroller parking booth. Exceptions will be made for sleeping babies, please ask our volunteer at stroller parking so we can tag your stroller.

## Shopping FAQs

**Which day should I shop?** Saturday for best selection. Sunday, most items will be half price. Come both days as there will be plenty of amazing items left on Sunday!

**Will you have brand new items or just used items?** We always have some new items, with tags still attached.

**Why are identical items priced differently?** Each consignor prices their own items.

**Which day should I shop?** Saturday for best selection. Sunday, most items will be half price. Come both days as there will be plenty of amazing items left on Sunday!

**May I return an item?** No, all sales are final.