



## Santa to a Senior FAQ:

1. What do you consider a “Senior”?

We are all-inclusive despite our name! Technically, a “senior” is defined as anyone 65 years of age or greater; however, we also include adults in need as well. If there is a need, we will do our best to accommodate anyone.

2. I would love to purchase a gift for one of the Recipients, how do I get started?

Go to our website [www.santatoasenior.ca](http://www.santatoasenior.ca) and click on the “Be a Santa” button. You will be taken to a list of our Recipients who are waiting on their Santa. When you find the one you like click “Select” and enter your information. A confirmation email will be sent from [info@boundless-commerce.com](mailto:info@boundless-commerce.com) Be sure to check your junk mail or add this email to your contact list so it doesn’t get missed! Then head out and purchase your items, package them, tag the bag with your Recipients code (eg. CLSN-123), and bring it to one of our community drop off locations. These locations and dates are located in your confirmation email.

3. How many gifts can I donate?

The more, the merrier! You will need to go back in and select each one at a time. The website does not allow for picking multiple recipients at once. You will get a confirmation email for each selection.

4. What if I don’t want to buy gift(s), can I make a monetary donation?

Absolutely! We have a black donate button on our website just under the title on the Home Page. You can also send e-transfers to [santatoasenior.haldimand@gmail.com](mailto:santatoasenior.haldimand@gmail.com). We do accept cash by special request but prefer the above.

5. Where do I drop off my gift(s)?

We have designated drop off locations. All instructions will be on our website under “Important Announcements” at the top of the Home Page.

6. Is there anything I shouldn’t include in my gift bag?

Baked goods or any perishable items, and alcohol. If unsure, please be sure to ask us.

7. What if I signed up to sponsor a senior but have to withdraw. What do I do?

No problem, sometimes things come up, and we completely understand. No need for any explanations, our only request; please let us know ASAP. Please reply to your confirmation

email and let us know that you won't be able to donate this item. We will try to find another donor to make sure that person does not miss out.

7. How do I volunteer?

There are two ways to volunteer:

You can "Be a Santa" by clicking on the button at the top of the homepage and selecting your Recipient to purchase for. We need many Santa's to fill the need.

You can also be part of our Gift Giving Parade, a fun day spent delivering presents. Sign up for this under the Get Involved tab at the top of the website.

8. Do I need to wrap my present(s)?

No wrapping, please. We asked that present(s) be gifted in sturdy *gift bags*; what we found worked the best are the reusable shopping bags that you can get at almost any store. For ease, *our preference would be that everything fits in 1 bag*. This helps us ensure that the right presents go to the right recipient. Should you be unable to fit everything in 1 bag, our ask is that you let us know, so we are aware, tie them together, AND clearly label each bag (*Ex.: 1 of 2, 2 of 2*)

9. Do you donate to individuals who are alone at Christmas?

Yes! Our love of spreading Christmas cheer and magic has no limits. Although this initially started out geared towards seniors, we've realized there is a bigger need in our community. If there is a need, we will do our best to accommodate anyone.

10. Can I nominate myself?

Absolutely! We are happy you thought of us and took the time to reach out.

11. Is there a minimum or maximum amount of money I can spend?

Nope, big or small, all donations are greatly appreciated.

12. What do I do if I cannot find item(s) on my Senior's wish list?

We have an amazing Facebook community and encourage you to post what you are looking for. Link: <https://www.facebook.com/groups/416501626054921>