



**Ronald
McDonald
House®**

Connecticut & Western
Massachusetts

FAQ Sheet

Set-Up Details

- Deadline: All display forms and item descriptions must be submitted by Friday, October 23, 2026.
- Set-Up Weekend: November 28–29 (Thanksgiving weekend).
- Select your top two preferred time slots. You will receive a confirmed 2-hour set-up time. **Donors must set up during their assigned time only.**
- Groups of 4+ will be scheduled separately (typically afternoon slots).
- All displays will be photographed and uploaded to the event platform after load-in weekend.
- **Do not plug in any electrical components** during load-in weekend. Electrical access and power management will be handled exclusively by event staff after the load-in process is complete.

Gift Card & Valuable Item Policy (**Important**)

- All gift cards and valuable items **MUST** be turned in during your assigned load in time.
- Gift cards must be hand at set-up and given directly to staff.
- Gift cards will **NOT** be accepted after set-up weekend (Sunday 11/29)—no exceptions.
- Only items received at load-in will be included in your description.

Description Guidelines

- Each display requires a description for the raffle platform. The website limit is 150 words.
- If you are honoring a loved one and you would like their story included, please email it to events@ronaldmcdonaldhousectma.org, and we will print it for your display.
- A full description and estimated retail value are required for all donations.



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Event Details

- Event Dates: December 5–13, 2026.
- Viewing: In person at Long Wharf or online via raffle platform.
- **Cashless event: tickets purchased online.**
- Drawing: December 13 at 5:00 PM (EST). **Winners will be notified by email.**

Additional Guidelines

- Gift cards must specify a dollar amount.
- No alcohol or liquor-related items permitted (state regulation)
- Items with tickets or cash equivalents must be approved in advance.
- Displays are monitored by staff and volunteers throughout the event.

Important Reminder

- Due to construction at Long Wharf, layout adjustments may occur.
- We will try to place displays similarly to past years, but cannot guarantee the same placement as space is limited.
- We appreciate your flexibility as we create the best possible event experience.

Load-In Dates:

- ☐ **Saturday, November 28th 8:00am – 2:00pm**
- ☐ **Sunday, November 29th 8:00am - 2:00pm**

Set Up Address: Long Wharf Maritime Center - 555 Long Wharf Drive, New Haven, CT 06511

* Please indicate your preferred set up time on the donor agreement form. Donors must set up during their specified time only.