



## Information for Retailers & Restaurants

On behalf of the more than 8,500 children facing serious illnesses, disabilities and life challenges who are served by Camp Twin Lakes each year, **thank you** so much for participating in the 2011 Partners Card season! Last year, more than **340 kids** experienced a weeklong summer camp program as a direct result of the dollars raised through Partners Card.

### Q. When is the Partners Card valid?

The Partners Card is valid from **October 28<sup>th</sup>-November 6<sup>th</sup>, 2011**.

### Q. How do shoppers purchase the card?

Shoppers can either: Buy from a Partners Card seller, purchase their card online at PartnersCard.com, or buy at participating retailers designated with a heart in the Partners Card booklet. The Order Form that is completed in order to purchase a Partners Card is found inside the Informational Brochure.

- Please remind card purchasers to list your store or restaurant on the card purchase form (Card Seller- individual's name or retail establishment)
- Please ensure that all fields are **completed in full** and that information collected (including credit card numbers) is **legible!**

### Q. How many times can a shopper use their Partners Card?

A shopper may use the card as often as he/she chooses from October 28<sup>th</sup>-November 6<sup>th</sup>, 2011. In fact, we encourage purchasers to shop to their hearts content!

### Q. What if a shopper wants to share their card with a friend?

Cards are only valid when signed by the purchaser. If you see an unsigned card, please ask the user to endorse it. Retailers and restaurants are encouraged to **ask for ID** to validate the use of the card. Please remember that this is a fundraiser, and the proceeds from card sales help send kids with serious illnesses, disabilities and life challenges to camp. Instead of allowing customers to share cards, **please encourage them to purchase their own card.**

### Q. How do I process a Partners Card purchase?

Please collect any Order Forms and payment from Partners Card sales, place them in the provided envelope, and mail to **Camp Twin Lakes at 600 Means Street, Suite 110, Atlanta, Georgia, 30318**. Camp Twin Lakes will handle processing. Remember- Partners Card sales do **not** run through your registers- unless you choose to run them through and then write one check to Camp Twin Lakes. If you are hesitant to mail your packet, please call Lauren at 404-231-9887 ext 228 and she will gladly arrange for pickup. Please mail your packet back by **November 14<sup>th</sup>, 2011**.

- Note: all **UNSOLD cards MUST** be returned with order forms and payments.

### Q. What is excluded from the 20% discount?

For restaurants, alcohol is excluded from the discount. Gratuity at restaurants should be based on the check prior to the discount.

For retailers, please follow the exclusions that you provided in your contract- these exclusions have been listed for shoppers in the Partners Card Directory.