



mama's day 2021

Friday, May 7

Join us for a virtual dining experience

FREQUENTLY ASKED QUESTIONS

1. Q: When's the deadline to purchase dinner tickets?

A: Friday, April 30

2. Q: Is the virtual event accessible to anyone?

A: The virtual portion of the event will be available to anyone who purchases meal or opportunity drawing tickets or who make a donation through the Mama's Day donation page.

3. Q: How do I access the virtual event?

A: A link to the virtual event will be emailed to ticket holders and Mama's Day donors on Friday, May 7. Please be sure to provide an appropriate email address at checkout.

4. Q: Are my tickets tax-deductible?

A: Mama's Kitchen is a 501(c)(3) nonprofit, EIN: 33-0434246. A portion of your meal ticket purchase is tax-deductible and will be stated on your purchase receipt.

5. Q: Can I request modifications to my meal?

A: Our menu options will remain as listed. If you have any food allergies, please contact Silvia at silvia@mamaskitchen.org to discuss your options.

6. Q: When can I pickup my meal?

A: If you select the General Admission ticket type, your meal can be picked up at Hyatt Regency La Jolla at Aventine on Friday, May 7 between 1 - 5 p.m.

7. Q: What happens if I miss my pickup window?

A: Due to health and safety restrictions, your meal will be donated or discarded.

8. Q: Can someone else pickup my meal for me/can I pickup someone else's meal for them?

A: Yes! Please provide/bring a copy of the order(s) at time of pickup.

9. Q: When will my meal be delivered?

A: If you selected the VIP ticket option, your meal will be delivered to you on Friday, May 7 between 4 – 6 p.m.

10. Q: Do I have to be home for my meal to be delivered?

A: Yes! Just like our client meal deliveries, we want to make sure that the quality and safety of your food is not compromised and our delivery drivers will not be allowed to leave your food at your doorstep. Please contact Silvia at silvia@mamaskitchen.org if you have any further questions.

11. Q: What happens if I miss my meal delivery window?

A: Meals that are not able to be delivered due to recipient not being available will be donated or discarded.

12. Q: Can I request a refund if I change my mind or if I'm unable to pickup or receive my meal?

A: Because Mama's Day is our largest fundraiser of the year and orders are placed in advance with the caterer, refunds will not be offered. You may convert your meal ticket into a straight 100% donation and we can send you a revised receipt for your tax records.

If you have any other questions please contact Silvia at (619) 233-6262 ext. 114 or silvia@mamaskitchen.org.