



UPwithART FAQ

Do I need to create an account to participate in UPwithART?

Creating an account provides you with a secure, easy and winning experience. You must set up an account to bid in the silent auction beginning April 25 at 7 pm, to setup automated bidding, to check-in at the event on May 4, and to make a donation. Your account must include your credit card information. Payment for your winning purchases are processed automatically at auction's close.

How do I create an account?

Click "Sign up" at the top right of the auction homepage www.upwithart.ca and follow the prompts to complete all required fields.

Do I have to buy a ticket in order to participate?

You can bid and buy even if you do not attend the event on May 4. Online purchasers can pickup items post-event. See pickup options below.

How do I get tickets for the May 4, 2024 in-person event?

Tickets are only available for purchase online. Click the "Tickets" button on the homepage. Select the type (Supporter or Premium) and number of tickets you wish to purchase and process your payment. Once purchased, you will receive an email with your receipt of purchase and event "need to knows".

Do I pay the transaction fees?

Yes, thank you! Transaction fees are automatically included into the total for each purchase, including for event tickets, artworks, and donations. This makes the administration of our fundraiser possible.

How do I bid on an item?

Click the 'Silent Auction' tab on the home page. At the upper left on your screen, you can view 'All Items' or, select a 'gallery' to narrow your search. To bid on an item, click the "View" button and follow prompts. If this is your first-time bidding, you may be prompted to create an account - including email address, credit card info, and a password to login to the auction.

Can I place a bid offline?

Bidding is entirely online. Purchases are automatically charged to the credit card on account.

Can I bid anonymously?

Yes! Sign up or login to create your account. Once logged in, click your name at the top right corner. Select 'My Account' and flip the toggle to Bid Anonymously. Please note that we share purchaser identity and email contact information with the artist unless the purchaser opts out - see *relevant FAQ below*.

What are the bidding increments for auction items?

Bids increase by \$25 where item value is up to \$499

Bids increase by \$50 where item value is \$500 – \$999

Bids increase by \$100 where item value is \$1000+

Is there an age requirement to bid on Winescape?

Yes, as Winescape includes a bottle of wine, you must be 19+ years of age to purchase an item, or at least to acquire the wine that accompanies it. Winescape item winners may be required to show valid identification i.e. current, government-issued with photo and birth date.

Will Buy Now guarantee that I win an item?

Yes – Buy Now! The Buy Now price is set at 150% of the item's Fair Market Value (FMV). You will receive a charitable tax receipt for the portion of the price above FMV.

How do I set up automated bidding?

Set your maximum bid and let Trellis do your bidding for you! Go to the item you're interested in and enter the highest amount you'd like to bid on it. Click the button to turn on Auto Bid, and then press "Set Max Bid". Your first bid will be placed at the next bid increment available for the item. As other bidders compete, Trellis will automatically place your next bid until you hit your max bid. You can easily cancel automated bidding: simply revisit the auction item and click "Cancel Auto Bidding". You must cancel your max bid if you wish to Buy Now!

What happens if two people bid the same amount with automated bidding?

The first person to set up their bids with automated bidding will win the item when the auction closes. Set up automated bidding early so you have the best chance of winning!

What notifications will I get and how?

You will get text notifications (If you registered your cell phone on account) when you are outbid. You will get email notifications when you purchase an item or make a donation. We advise that you keep an eye on the items you are interested in, even if you have set up automated bidding, so that you can make quick changes in strategy as the auction progresses.

How will I know if I won?

When the auction closes on May 4 at 9 pm, the winning bidders will receive an email notifying of their win.

How can I avoid being 'sniped' at the Auction Close?

Sharpen your virtual elbows for the auction close! You have three options:

1. Keep your eye on the item(s) and be ready with quick fingers... and Overtime Bidding (see below)
2. Set your Maximum Bid and keep your fingers crossed that no one outbids you
3. Buy Now!

How does Overtime Bidding work?

Any bid placed in the last two minutes before the auction ends triggers an overtime bidding period on that individual item, and bidding on it will be open for an extra 2 minutes after the auction ends. Once the auction closes, the overtime bidding countdown timer begins. Each countdown lasts for 2 minutes. Any bids placed during these 2 minutes resets the countdown timer. Anyone can place bids during this period, even auto-bids and Buy Now. This happens until someone does a Buy Now, or no more bids are placed during a full 2-minute overtime bidding period and the auction closes.

Do I get a Charitable Donation Tax Receipt?

Charitable tax receipts are issued immediately and automatically when payments are processed for donations in any amount, for the \$80 donation portion of a Premium Ticket, and for amount paid over the 125% FMV threshold on art purchase to qualify as a donation. Tax receipts are issued by Unity Project for Relief of Homelessness, a registered Canadian charity #859628851RR0001. You will receive email from Trellis Social Enterprise donotreply@trellis.org.

Will my name and contact info be shared with the artist?

Yes... unless you opt-out. It is important for artists to keep track of the whereabouts of their art, wherever possible. As part of our commitment to supporting artists, we share the name and email contact information of the purchaser with the artist. Please contact Silvia Langer at slanger@unityproject.ca by Thursday May 9, 2024 5 pm on if you DO NOT wish your identity to be shared with the artist(s) whose work you purchased.

When and Where can I pick up my artwork and objects?

Pickup at the Event May 4

Artworks: Community Gallery - 10-11 pm

Objects (and Wine): Atrium - 10-11 pm

Pickup Post-Event

The Shop at Museum London - 421 Ridout St N, London, ON N6A 5H4

Sunday, May 5th – 11 – 5 pm

Tuesday, May 7th – 11 – 5 pm

Wednesday, May 8th – 11 – 5 pm

Thursday, May 9th – 11 – 8 pm

Friday, May 10th – 11 – 5 pm

**swift pickup within the timeframe is highly encouraged with sensitivity to our volunteers

**please note, the Museum is closed Mondays

If Necessary – Pickup Monday, May 13 to Saturday, May 25

Art East Custom Framing - 1020 Princess Ave. London, ON

Hours: Monday - Friday 8 am - 4 pm; Saturdays 10 am - 4 pm

Art Shipping

Please contact aschipper@unityproject.ca to make shipping arrangements.

**Shipping costs are additional and tbd.*