

U.S. FIGURE SKATING VIRTUAL FAN CUTOUT PROGRAM FREQUENTLY ASKED QUESTIONS



U.S. Figure Skating wants to ensure a positive experience with the Virtual Fan program for all fans. In addition to reading this FAQ, please make sure to read and review the U.S. Figure Skating Virtual Fan cutout photo submission guidelines. Also, in order to participate in this program, you must acknowledge the Consent, Assignment and Release form during the purchase process. If you still have questions after reviewing each of these documents and the FAQ below, please reach out to info@usfigureskating.org and put Virtual Fan Cutout in the subject line of your email.

I just purchased a U.S. Figure Skating Virtual Fan Cutout, but I did not submit a photo during the process. What does this mean?

Congratulations, you have landed your first jump as you've done everything correctly. Once you have completed the initial purchase process, you will receive an automatic confirmation email from FanPhoto@usfigureskating.org. Simply reply to this email with your chosen photos, and we will attribute them to your order. Upload your photo via email to FanPhoto@usfigureskating.org. Please review the U.S. Figure Skating Virtual Fan cutout photo submission guidelines before submitting your photos. We encourage you to submit your image within 48 hours to ensure that your order is completed on time.

I just purchased my U.S. Figure Skating Virtual Fan Cutout. When should I expect to receive the email with information on how to submit my photo?

You should receive a confirmation email immediately after purchase, and confirmation information will also appear on your screen after purchase. Please note: your confirmation email will be sent to the email you submitted during the purchase process so please make sure to enter your email accurately. If you have not received an email after two (2) hours, please check your spam folder as well as all email filtering folders you have set up. If your email has still not arrived after 24 hours, please reach out to info@usfigureskating.org and put Virtual Fan Cutout in the subject line of your email and we will be happy to coach you through the process.

Are the U.S. Figure Skating Virtual Fan Cutouts refundable if I change my mind?

No – all sales are final.

Can I place more than one order for a U.S. Figure Skating Virtual Fan Cutout?

Yes! You may place more than one order.

How many cutouts can I purchase in one single transaction?

You may purchase up to five cutouts per transaction. After that, you will need to place an additional, separate order.

Can the photo I submit be of my pet instead of myself?

Yes! Pets are welcomed. Please make sure your pet's photo still adheres to our photo submission guidelines. Dogs will not be required to be on a leash in the Orleans Arena for this event!

Can I submit a photo of an athlete instead of myself?

No. Please submit images of people (and pets) whose likeness you have permission to share.

How will I know if my photo has been approved?

Your photo will be reviewed within two business days of your email submission. If your photo is approved, you will not hear from us. However, if your photo has not been approved, we will notify you of this by email and ask for a resubmission. Please only submit your image one time to eliminate duplication.

If I decide I don't like the photo I submitted, can I send in a new one?

No; please ensure that the photo you upload not only meets all of our guidelines, but that it is also the photo you will be happy with. The only instance that you will be able to resubmit a photo is if U.S. Figure Skating reaches out to you directly due to issues with your submission.

What happens if my photo is not approved?

U.S. Figure Skating will notify you directly by email and ask for a resubmission.

If I miss the Friday, Dec. 18 at midnight PT deadline, can I still order a U.S. Figure Skating Virtual Fan Cutout for the 2021 Toyota U.S. Figure Skating Championships?

We encourage you to order early to ensure you are able to secure a "seat" and make the deadline. All orders are subject to availability. Orders are filled on a first-come, first-served basis while supplies last, and U.S. Figure Skating cannot guarantee that there will be available inventory through the order deadline of Friday, Dec. 18 at midnight PT. If additional seats remain after the deadline, U.S. Figure Skating will consider allowing late orders with a rushed-production fee.

Will I receive information about the location of my U.S. Figure Skating Virtual Fan Cutout inside the Orleans Arena?

No, other than those fans who have purchased positions in rows 1-3 (and proper separation of dog and cat cutouts), locations will be determined based on the order in which images are received.

Can U.S. Figure Skating send me a picture of my Virtual Fan Cutout up-close once it is placed?

No. We are not able to send individual photos, however, a gallery of photos showcasing some of the Virtual Fan Cutouts will be shared throughout the event as part of a virtual fan experience which will launch in early January.

Will I see my U.S. Figure Skating Virtual Fan Cutout on TV?

We cannot guarantee that your Virtual Fan Cutout will be seen on TV. However, we will place cutouts in the most optimal locations possible to increase the chances that your cutout will get on TV.

May I have my cutout "sit" with other specific cutouts so I can "sit" with my friends?

Images submitted within the same order will automatically be seated together. If you would like to have your cutout sit with other cutouts, please make arrangements in advance and submit your order as one group order.

Can I make a special request for where my U.S. Figure Skating Virtual Fan Cutout is placed?

No. Other than the ability to purchase a Front Row location, U.S. Figure Skating reserves the right to determine exact placement of each cutout inside Orleans Arena and will not be able to accommodate special requests.

How long will my U.S. Figure Skating Virtual Fan Cutout remain in place inside Orleans Arena?

Each cutout will remain in place during the entirety of the 2021 Toyota U.S. Figure Skating Championships.

What will happen to my Virtual Fan Cutout after the competition is over?

All cutouts will be disposed of per local recycling policies and procedures and will not be sent to fans or otherwise reused or repurposed. Exceptions will not be made to athletes, officials and other persons on-site at the event.

How can I commemorate this experience?

Fans have the option on purchasing a digital commemorative photo of their cutout "posing" with the 2021 champions for \$25. All cutouts in your order will be included in this photo. You may share/print this photo as you see fit.

Can other cutouts join me for my commemorative photo?

U.S. Figure Skating does not have the capability to place cutouts from different orders into the digital commemorative photo. All cutouts from your order will automatically be included in the commemorative photo if you choose to purchase one.