



## **Birthday Marquee FAQs**

### **How much is it, how can I pay, and where?**

The cost is \$25. At this time, we can accept cash or check. Soon we will also be accepting PayPal. Please turn in the money to the office prior to the message display date, or your message will not display.

### **I forgot to turn in my request on time. Can you still post my message?**

Instructions state that request form and payment should be submitted 2 weeks in advance. While this helps us plan and guarantee the date, we will do our best to accommodate any request that we receive.

### **How many days will my message display?**

Birthday messages display for one day (typically we update the marquee between 7pm-10pm each evening). An extra day can be purchased, space permitting, for an additional \$25 for a maximum of two days. If a student misses their birthday message due to illness, technical issues, or human error, we will display the message at the next possible opportunity or on a date requested at no additional cost.

### **Can my message display on a school break?**

Birthday messages can be displayed on any date when school is in session, as well as any date when school is not in session but AIM high is open. We are unable to offer refunds so please be sure to check the school calendar. We will do our best to check dates against the school calendar, so if a date when school is not in session is requested, we will contact you to reschedule.

### **Additional details:**

You can select up to two colors for the message to be displayed in (colors with high contrast are good). If the message difficult to read in the colors selected, we will use our discretion to ensure that the message can be easily read

Currently, we are only offering birthday messages. We are always open to hearing input from our Pioneer Community about what options you would like to see available in the future.

Birthday messages will be limited to 6 per day with priority given on a first come, first served basis.

Birthday messages have a character limit of 36 characters including spaces. Having this limit in place helps keep the messages manageable and readable.

