



BENCH & PAVER FREQUENTLY ASKED QUESTIONS

Q. Does a space or comma (or ! or ? etc.) count as a character?

A. Yes, the character count limit includes spaces and punctuation. ie - THIS IS 17 CHARS.

Q. What can I get engraved on my paver?

A: Most submissions have no problem getting approved. We will not engrave obscenities, racial slurs, questionable acronyms, etc. If we decide your text is not able to be used and you are not willing to change it, we will refund the cost of your order.

Q. Can I have symbols like a heart or star?

A. Yes. Anything that can be typed into a typical word document – e.g. wingdings or symbol font – counts as one character. If you want to use a symbol, please let us know when we email your certificate to you. You will have an opportunity to proof your order via email so be sure to use a valid email address.

Q. Can I use a picture or a logo?

A. Yes. Please email a high resolution (vector file type) picture or logo to give@mplsparksfoundation.org for us to share with the engraver. Depending on the format, there may be a \$10-\$30 fee if the illustration incurs additional work. The best logos do not have a lot of detail and work as line art.

Q. The pictures are mainly all capital letters, but some pavers are upper and lower.

A. According to our engraver, all caps are easier to read from a height. Our default then for legibility is to make them all capital letters in Arial Bold font. If you write them in upper and lower, they will be converted to all caps on our end. If you particularly want upper and lower, please let us know when we email your certificate to you.

Q. Can I choose my location?

A. No. The exact placement of your bench or paver is determined by park staff. You may choose between pavers at either the Lake Harriet Bandshell or at the WWI Mast Memorial at Lake Bde Maka Ska, and benches at the Bandshell only.

Q. What if I want a memorial or tribute somewhere else in the city?

A. All other dedicated benches around Lake Harriet and throughout Minneapolis parks are managed by the Minneapolis Park and Recreation Board. More information on their program can be found at https://www.minneapolisparcs.org/volunteer-and-give/memorials__tributes/

Q. When do the benches and pavers go in? How will I know their location?

A. For the March 15 deadline, installation occurs in May; for the August 1 deadline, installation occurs at the end of September or early October. We will share their location via email once they are installed.

Q. When will I receive confirmation of my order?

A. You will receive an automatic confirmation of your payment. Within a week of ordering, you will receive an additional email with your certificate from an MPF staff member. You will have the opportunity to either approve the certificate or make changes to it.

Q. Do the pavers get shipped to me?

A. No, the pavers are sent to the engraver and then installed at the lake you chose.

Q. How do I replace my old bench or paver?

A. Email give@mplsparksfoundation.org to let us know you want to purchase a replacement. We sell replacement benches for the discounted price of \$800. Replacement pavers are not discounted. New benches and pavers can be installed in the same spot as the ones they are replacing.

Q. I have more questions!

A. You can reach us at give@mplsparksfoundation.org or 612.354.7513.