



Team Arthur

Challenge Event FAQ's

How can I collect sponsorship?

We can provide you with a sponsorship form to collect offline donations, you can choose to organise fundraising events where the proceeds are credited to your challenge plus you can fundraise online using providers such as Just Giving, Virgin Money Giving, Charity Choice or Facebook. It is best that you research which of these platforms is best for you and that you understand applicable fees associated with them.

Can Gift Aid be claimed on my donations?

As a registered charity (No. 1133354), the Arthur Rank Hospice Charity (ARHC) can claim an extra 25p through Gift Aid. If your donors pay enough income tax and are eligible, they can claim Gift Aid. You need to ensure that the full name and address of the donor is on the sponsorship form and that they have ticked the relevant box. Online giving websites will give ask donors to select this option if applicable when sponsoring you.

If you have secured a charity bond place which ARHC have paid for, your immediate family are not eligible to claim Gift Aid. You can find more information on the **Benefit Rule** by visiting <https://www.gov.uk/guidance/gift-aid-what-donations-charities-and-cascs-can-claim-on#the-benefit-rule>.

Please note, Gift Aid is not claimed by the charity immediately therefore cannot be included in the total within our final thank you letter.

How does ARHC receive money from an online fundraising page?

The charity is registered with most online fundraising page providers and they automatically send donations directly to us. This is usually done within one month of the donation being made. Some fundraising pages will deposit donations to your personally (i.e. GoFundMe) in which case you will need to make the necessary arrangements for the funds to be transferred to ARHC. **Please note, when using Facebook fundraising, donations under £50 are recorded under the name of the donor and not linked to you as a fundraiser. If you choose to open a Facebook fundraising page, it would be helpful for you to let fundraising team know and tell your donors to mention your name in their donation message so we can track why the donation are being received. Donations made through Facebook are complicated and timely for our finance team to process these once they reach the charity. If you would prefer to discuss online fundraising options with one of our fundraisers, please get in touch on the number overleaf.**

Can I choose what the money I fundraise is spent on?

Trusting us with your donation gives us the greatest flexibility to respond to our most important existing and emerging Hospice needs. 65p in every £1 donated to the Charity, goes direct to patient and family care.

Can I request a letter of authorisation to collect on behalf of ARHC?

If you plan to gain support from local businesses or would like to collect auction or raffle prizes, you can request a letter of authority from us which details your plans and provides contact details should they wish to get in touch with the charity to clarify your fundraising efforts.

What happens to my registration fee if an event is cancelled?

If an event is cancelled or postponed by the organisers or ARHC, participants will be entitled to a refund of their registration fee and we can offer refunds of donations to your supporters. **Please ensure you read the fundraising terms and conditions when completing the fundraising form.**

What is the difference between a bond and ballot place?

Bond places are purchased by the charity and are allocated to individuals who in return are asked to commit to fundraise for the Hospice. Ballot places are paid for by individuals who can then fundraise for a charity of their choice. 100% of fundraising raised through ballot places is received by the charity whereas funds raised through bond places will cover the costs that the charity has incurred before going towards patient care.

How can ARHC help publicise my fundraising event?

We love sharing our supporters' stories and help raise awareness of what you are doing. We can add details of events to our website (e.g. news section or events diary), upload photos and posts to our Team Arthur Facebook Page and you can tag us in your own social media posts. Find us: Facebook: Arthur Rank Hospice Charity. Twitter: @ArthurRankHospice, Instagram: Arthur_rank_hospice and LinkedIn: Arthur-Rank-Hospice.

Sometimes, we are able to share stories and photos on our social media platforms but due to the sheer amount of information we share not only about fundraising events, but also Hospice services and stories, we cannot guarantee we will be able to share your story. However, please be assured that we will do our utmost to help you raise awareness of your challenge as much as we possibly can.

I'm struggling to reach the target I have committed to raise, what do I do?

Don't panic! We understand that taking on a challenge AND fundraising is an enormous task. We would prefer you to keep in touch with us and tell us if you are struggling so we can offer extra support at the right time. You may find a few ideas might be just enough to kick start your fundraising again.

I don't have a charity place, can I still wear a Team Arthur top?

Yes! Every challenger who fundraises for the Hospice is entitled to a running vest, technical t shirt or cycling jersey. Just complete our fundraising form with your top size (small, medium, large, extra large) and we will send one to you. **Please remember that for every top we give to challengers, we incur a cost. If you are able to make a donation towards this cost, we would be most grateful.**

Can I pay sponsorship directly to ARHC?

Yes, you can transfer funds via BACS directly to ARHC. Please get in touch and ask for a form to complete.

Can I upload offline donations to my online fundraising page?

Most online fundraising page providers charge commission or fees to process donations which are detailed in the terms and conditions that you agree to when creating the page. To ensure we receive 100% of your offline sponsorship, we would suggest that you pay the money into your own bank account and transfer to the Hospice via BACS as stated above.

I am organising a fundraising event, can tickets for the event be paid for via a fundraising page?

No. Donations should be kept separate from an income of an event. You cannot claim Gift Aid on money that has been used for trading.

I am using collection tins to raise sponsorship, can I open the tin and count the money inside myself?

No. Before you are allocated a tin, it is sealed shut with a sticker to ensure the donations inside are kept safe. ARHC volunteer counters dedicate their time to counting donations, collection tins and buckets from events each week. Please return the tin or bucket with the seal in tact to the fundraising officer once you have finished with it. The total will be added to the record we keep of your sponsorship and accounted for when we send a final thank you confirmation for your challenge. Should you wish to know the tin or bucket totals to record as an offline donation, we should be able to give this to you within 10 working days from the day it was counted.

I would like to create a poster to publicise my fundraising event, can I use the ARHC logo?

Before you go to the trouble of creating a poster, get in touch and we may be able to do it for you! We just need any relevant information or photos to include. If you would prefer to create it yourself, we can provide a logo.

Do you confirm how much I have raised?

Once you have completed your challenge, we will give you a few weeks to collect your final offline donations and send to the charity. Once all monies are received, we will confirm the total raised (excluding Gift Aid) in writing. This is usually around 6 weeks after your challenge is complete. Let us know if you would like us to save the cost of an envelope and stamp by emailing this to you!

If you can't find the answer to your questions above, please contact one of the challenges team below who will be happy to help!

Challenges Team: Amy Bidwell & Carolyn Warburton

01223 675888 challenges@arhc.org.uk



Arthur Rank Hospice Charity