



All your questions answered!

Check out our extensive FAQs for everything you need to know about our **Hospice Big Hike**.

What does my entry fee include?

- Registration is £15.00 per individual
- You will receive entry into the event, Hospice supporter t shirt and buff

Who can take part?

- Our Hospice Big Hike is open to anyone to take part 14 years plus with a good level of health and fitness. All participants must register via the online booking platform
- All participants under the age of 18 must be accompanied by a paying participating adult

How will I be contacted about the event?

- Once you've signed up, you'll be sent an initial confirmation email
- Following your registration you'll receive your welcome pack by email with the links and information you need about the event
- On the day of the event you will be able to collect your Hospice t shirt and buff at the registration desk

Can I get a refund or transfer my place to someone else?

- Unfortunately due to challenge costs we will not be able to offer any refunds under any circumstances as per the Terms and Conditions
- Should the event date be changed; your registration will be automatically transferred to the new date

What time do I need to arrive to take part?

- You need to arrive at the start location at 8.00am and be ready to start the hike at 8.30am. Please make sure you have sufficient time to register on the day and collect your t-shirt and buff
- If you arrive late, you will not be able to participate in the hike

How fit do I need to be?

- The route is designed to be challenging but it is achievable for most people provided you train in advance. When you sign up we will send you a recommended training guide as part of your welcome pack

How far do I have to walk?

- The route is approximately **13 miles**
- The hike will be fully guided with qualified walk leaders

Are there facilities to leave belongings?

- There will be no where to leave any valuables at the start location, please only take what you need and leave the rest at your risk within your vehicle
- There will be a support vehicle where you can leave at your own risk additional refreshments, change of clothes/shoes, small bag if required. This support vehicle will meet walkers at the designated stops

Can I register on the day?

- There will be **no registration** available on the day
- We strongly recommend you register in advance to avoid disappointment

How long will the walk take?

- We anticipate the event taking approximately 7 hours

Are there toilet facilities available?

- There will be toilets facilities along the route – locations to be updated

Will the event go ahead if it is raining?

- The British weather is notoriously unpredictable, so we will be keeping an eye on the forecast. If the weather is deemed unsafe we will postpone the event and an alternative date will be arranged and you will be notified

What do I need to wear?

- A recommended kit list has been provided on the website

What else do I need to bring with me?

- Please only bring what you need for the event
- Remember any medical aids you require, light refreshment that you may need along the walk such as a bottle of water, packed lunch and snacks
- Charged mobile phone
- Money/card for any purchases

Can dogs take part?

- Unfortunately **dogs are not allowed** on the hike

Do I have to raise sponsorship for Hospice Big Hike?

- Walkers are required to raise a minimum sponsorship amount of £150 via sponsorship form or setting up a Just Giving page
- If you have entered as a team, you are welcome to fundraise as a team however the fundraising target is still £150 per person

How do I send in my sponsorship?

- All sponsorship must be received at the Hospice by 30th September.
- You can donate your sponsorship in the following ways:

Bring it with you on the day: hand in your sponsor forms, cash/cheque by placing it in a sealed envelope that has your name (team name if applicable) written on the front and hand in at registration

Website: Ensure to include your name and Hospice Big Hike in the reference box

Post: Send your sponsor forms along with a cheque to Hospice of the Valleys, Festival Drive, Ebbw Vale, Gwent. NP23 8XF

Visit the **Office:** Address as above. We are opening Monday to Friday 9am-5pm.

Banks Transfer: Lloyds Bank Sort Code: 30-94-14 Account Number: 00927784

Ensure to include your name and Hospice Big Hike in the reference box

Phone: Contact the Office on 01495 717277 and we will be happy to take a card payment over the phone.

- We will require your sponsorship forms sent to the office to be able to claim that all important *Gift Aid* where applicable.

How do you get my sponsor money from Just Giving or any on-line fundraising platform?

- Any money you raise on an online giving platform is automatically transferred to the Hospice – this is probably the easiest way for fundraising.

My question has not been answered, how do I find out more?

- Not a problem. Please email the fundraising team and we will be happy to support you with your query or need – fundraising@hospiceofthevalleys.com