

## FREQUENTLY ASKED QUESTIONS

### Where does my money go?

The suggested minimum fundraising target for this challenge is **£2,775**, of which **£1,300** must be received by Help for Heroes by **Friday 13 March 2020** to cover the cost of the trip. The remainder of your fundraising will go directly to Servicemen and women who have suffered life-changing injuries. You still have 3 months after your challenge to boost your fundraising.

No matter what fundraising activity you are planning, it is really important that at all times you state if a proportion of all money fundraised is going towards the costs of your participation in your challenge. People donate and sponsor in good faith and need to be well informed about where their money is going.

Help for Heroes encourages all fundraisers to be open and transparent; this applies to all fundraising activity, including collection tins, collections in supermarkets, private fundraising events with family (e.g. curry night), cake sales etc. The Events team will be on hand to guide you every step of the way to help you to reach and smash that target!

We suggest the following wording: *"Please note that a proportion of the total money raised will be used to cover the costs of my participation in the challenge, which totals <£ insert amount>*

### Can I sign up for more than one challenge?

Yes, of course you can as long as you are committed to hitting the suggested minimum targets for each event. We ask you to fundraise for your challenges chronologically ensuring you hit target for your first challenge before fundraising for your following challenge.

### Fundraising such a lot of money sounds daunting. Where do I start?

The Events team are always on hand to guide you through your fundraising. Once you register you will have access to our comprehensive fundraising guide to help you get started, and we will continue to support you throughout your challenge. From top tips to newsletters, advice to wristbands we will do our best to help you become a fundraising champion!

### Can I claim Gift Aid on my sponsorship?

Most people who sponsor you will be able to claim Gift Aid however, we cannot include this in your sponsorship total as it is only a predicted amount of what we might be able to claim from HMRC. There are several rules regarding being qualified to claim Gift Aid including being a UK tax payer and not being an immediate relation to the person taking part. Please see further details on our website;

[www.helpforheroes.org.uk/give-support/donate-now/gift-aid/](http://www.helpforheroes.org.uk/give-support/donate-now/gift-aid/)

### Do I need a licence if I choose to organise a collection?

Please ensure you have the relevant permissions in place for any fundraising you are doing. For example, public collections will require a license from your local authority, however every collection may also need insurance cover. Please see your Professional Fundraising Agreement for full details. All collections must be registered with Help for Heroes and the Events team will be able to provide you with a letter of authorisation, if you don't already have one, to support any permission you need in order to carry out your fundraising, so please do contact us and we will be happy to help.

### **I'm collecting with a friend, how does this work?**

If you would like to collect with other riders then you must include all names of those who are collecting, we will then be able to split the donations raised against each individual. Please do let us know when you have paid the money in so we can ensure the fundraising is added to your totals.

### **How do I get fundraising items for my collection / event?**

You can request a range of promotional items such as wristbands, pin badges and collection items to help with your fundraising. Firstly, you must register your event or collection, after you have gained the appropriate permissions, either online or by contacting the Events team on **01725 514106**. Once registered you will be able to order your promotional items with the team. You will need your collection and BBR reference number to hand when ordering.

### **How do I pay in my money?**

When paying in any donations, it is important you make sure you quote your reference number, so we can attribute your donation towards your challenge total. If you have a JustGiving page, we receive money directly, so no need to worry.

### **Donate by bank transfer**

You can make a donation over the counter in any branch of Lloyds or by bank transfer to our Lloyds account (note, residents of Scotland, please use Bank of Scotland):

Account: 'Help for Heroes'

Sort Code: 30-90-21

Account Number: 03524452

**NB:** Please send us a copy of the payment receipt with your name, address and BBR registration number so we can match this to our bank records, alternatively you can e-mail [fundraise@helpforheroes.org.uk](mailto:fundraise@helpforheroes.org.uk).

### **Donate by mail**

You can post cheques, made payable to 'Help for Heroes' to Help for Heroes - Donations, 14 Parkers Close, Downton, Salisbury, SP5 3RB. Make sure to reference your payment with your BBR reference number so we can make sure your donations go towards your grand total.

### **Donate by phone**

You can call us to pay in your donations over the phone on **0300 303 9888**. If you are calling out of hours, please leave a message or email, and the team will call you back. You will require your BBR registration number when you call so your payment can be referenced to your grand total.

## Costs

Included in the cost	Personal cost
<ul style="list-style-type: none"> <li>→ Transport and transfers throughout the challenge; from the ferry outbound to the Eurostar inbound</li> <li>→ Accommodation in 2 to 4-star hotels <i>(1-star hotels may be used if no available alternative)</i></li> <li>→ All meals including catered water stops, except Day 1 lunch and Day 7 lunch and dinner <i>(travel days)</i></li> <li>→ Full support crew including; ride leads, medical, mechanical, historical and ceremonial support</li> <li>→ Bespoke cycle jersey and commemorative t-shirt</li> <li>→ Medal and certificate</li> <li>→ Full support from the Events team prior to the ride including fundraising and training advice</li> </ul>	<ul style="list-style-type: none"> <li>→ Personal travel insurance – required</li> <li>→ Travel to Portsmouth for the start and from St Pancras at the end of the ride</li> <li>→ Depending on your location, overnight accommodation before or after the event may be required</li> <li>→ Spending money</li> <li>→ Personal clothing and kit, including helmet &amp; hi- vis vest</li> </ul>

## Teams

If you are part of a team please make sure you let the Events team know, if you haven't already done so on your registration. If you have a team name, we can do our best to put your group in the same hotels during the ride.

### What will the cycling be like?

Our cycling challenges are not designed to be races however, you should be comfortable maintaining around 10 - 12mph. An average day will be around 70 miles and in true Help for Heroes style, you can expect some a few sneaky hills along the way. The days in the saddle will be broken up with water and food breaks along with historian led stops and visits to war cemeteries.

### How fit do I need to be to take part in the challenge?

The ride is designed to be challenging for those of good health and fitness and is achievable for most people provided they train well in advance; we will provide you with a training guide after you have registered. Training for the challenge is all part of the preparation - the more prepared you are the more enjoyable your journey will be.

### What sort of bike should I use?

We would recommend using a road/racing bike for this challenge. Whatever bike you choose to use, you should complete plenty of training on it, so you are comfortable. Clipless pedals (with cleated shoes) give you greater power from the effort you put in to each pedal revolution – they take some getting used to though and most people will fall off a few times. Please ensure you get used to them in good time before the ride.

### **What happens if I have a bike problem?**

It is essential that your bike is in good mechanical order before leaving the UK. If in doubt most good bike shops will service it for you. There will be a full tool kit with spares (e.g. inner tubes and puncture repair kits) carried in the support vehicles but we cannot supply spares for all eventualities. Spares will be charged at competitive rates advised by the mechanics on the ride. If your bike has unusual features (e.g. flat spokes) please bring suitable spares and tools required. Do not assume bike shops on route stock everything, many have to order specialists parts.

### **Cycling in France**

To comply with French standards, your bike must have reflectors at the front and rear, plus you must always carry a high vis vest and wear it in poor visibility. Please comply as French Police can stop you. If you have a high-quality bike frame without reflector fittings, ensure it can be attached securely to your saddle bag or clothing.

### **Who organises the challenge?**

Help for Heroes work closely with Discover Adventure, a tour operator who supports the logistics of the ride.

### **What will the food be like?**

Most meals are included apart from those stated above. Lunches are prepared using fresh local ingredients and will give you lots of energy, and there is plenty of it! Evening meals will either be taken in hotels or in local restaurants.

### **What do people do in the evenings?**

After the evening meal your time is your own; some people choose to rest their weary limbs and get an early night, others choose to spend time getting to know each other better.

### **I've got more questions, who should I speak to?**

You can phone the Events team Monday to Friday 9am – 5pm on **01725 514106** to chat through any queries you have. Alternatively, email [events@helpforheroes.org.uk](mailto:events@helpforheroes.org.uk) and we'll respond as soon as we can.

Whether your question relates to fundraising or the cycling, we've probably been asked it before so get in touch and we'll point you in the right direction!