

Step Up FAQs

How do I claim my medal?

Post a screenshot from your app or fitness tracker of your completed challenge on the Step Up for WellChild Facebook group or alternatively, email us at challenge@wellchild.org.uk

What if I don't have a fitness tracker?

There are lots of ways for you to send us evidence of your challenge. For example, sending us some photos of you on your challenge, sending a map of the route that you took, or downloading a tracking app for your phone. If you are unsure about which phone apps to use, please get in touch.

Is there a fundraising target?

No – you do not have to fundraise, but we would encourage you to do so; it's a great way of spreading the word about your challenge and why you are doing it. To set up a Just Giving page visit: [campaign link]

What if something, for example an injury, prevents me from undertaking my planned challenge?

There is no time limit on the challenge, so you are able to rearrange to a time that works for you. If you are in any doubt please give us a ring on 01242 530007.

If a team of us undertake the same challenge will we all receive a medal?

Yes - providing that each team member who would like to receive a medal has signed up to Step Up via our webpage and make an individual donation to WellChild.

What if I want to undertake different length or longer challenge for WellChild?

We would be happy to support you in anyway we can! Please get in touch at challenge@wellchild.org.uk or call 01242 530007.