



Frequently Asked Questions

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?

Although it is not compulsory, we encourage participants to raise £30 for WellChild. Not only is fundraising a great way to support WellChild further, it's good way to let your friends and family know about your challenge and why you are doing it. To set up a Just Giving page visit: www.justgiving.com/campaign/StepUp4WellChild

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 any way we can! Please get in touch at challenge@wellchild.org.uk or call 01242 530007.