



## 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](mailto: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 £20 for WellChild. WellChild needs your support right now so we can provide vital services to vulnerable seriously ill children and their families that would not exist otherwise. By raising £20 for WellChild you could fund an hour of life changing support from a WellChild Nurse for a seriously ill child. Set up a Just Giving page visit: [www.justgiving.com/campaign/StepUp4WellChild](http://www.justgiving.com/campaign/StepUp4WellChild)

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

You can rearrange the challenge to a time that works for you. Please contact us at [challenge@wellchild.org.uk](mailto:challenge@wellchild.org.uk)