

CH>RITY
CH>LLENGE

BOOKING WITH CONFIDENCE

UK CHALLENGES



During these unsettling times our charity partners need our support more than ever. The Covid-19 pandemic has put them in an extremely vulnerable position as a huge portion of their income was lost as a result of cancelled fundraising events over the last couple of years. Now is the time we all need to come together to ensure we can continue to help those most in need.





In May 2021, we started operating our UK challenges again, and delivered challenges to England, Scotland, Wales and Ireland raising millions for many worthwhile causes. All of our UK challenges are now fully operational with Covid-safe measures in place.

In January 2022, we restarted our overseas challenges and we are now operating to the majority of destinations around the world.

We understand that there may be a little uncertainty around booking in the current climate, so we have pulled together the information below to help you book your next Charity Challenge with absolute confidence.

1. WHAT HAPPENS IF MY CHALLENGE CANNOT RUN DUE TO COVID-19?

Please rest assured that if Charity Challenge cannot operate your challenge due to Covid-19, we will offer you a number of options including the chance to:

-  postpone your challenge to a later departure (this year or next)
-  join any other Charity Challenge trip from our extensive global portfolio (this year or next)
-  transfer your place to another person
-  receive a refund of monies paid for the challenge (excluding admin fees)

2. ARE ALL UK CHALLENGES OPERATING NOW?

Yes. All of our UK challenges are operating, without exception. If anything changes we will let you know approximately 8 weeks prior to your challenge.

3. WHAT IF THERE IS NO OFFICIAL GOVERNMENT RESTRICTIONS, BUT I WANT TO CANCEL ANYWAY?

We respect that some people may feel more comfortable staying at home, and not travelling regardless of the official advice. If you choose to cancel, we will action your request but where there is no restriction against travel, our standard cancellation terms will apply (please see our [terms and conditions](#)).

If you would prefer to postpone your UK challenge to a later date, then you can do so at any time up to 5 weeks prior to the date of your challenge. There is an admin fee of £30 to make this change as per our normal [terms and conditions](#).

4. CAN CHARITY CHALLENGE HELP ME WITH MY FUNDRAISING DEADLINE?

As standard across our UK challenges, you should send 80% of your minimum sponsorship target to the charity 7 weeks before departure. However, your chosen charity may be able offer you some flexibility over this either with the % due, or the number of weeks before departure. We therefore recommend that you speak directly to your chosen charity. In most cases charities have been extremely understanding of the difficulties around fundraising during the pandemic and have therefore been willing to move their fundraising deadlines in order to support you to take part in the challenge.

5. WHAT SAFETY MEASURES WILL CHARITY CHALLENGE HAVE IN PLACE TO ENABLE UK CHALLENGES TO TAKE PLACE SAFELY?

We managed to operate our UK challenges last year by vigilantly following a variety of government, local authority and national governing bodies' guidelines. We used these guidelines to produce our own 'Covid Safe' safety management that all of our events needed to adhere to. All of our leaders and crew were given online training to understand and carry out these guidelines. We produced a ['COVID 19 - Keeping you Safe'](#) document that was sent to everyone participating on a challenge.

We are constantly reviewing and updating these guidelines against ever changing government advice and we will let all of our participants know what safety measures will be put in place before their specific challenge.

We have worked incredibly hard to keep everyone safe, whilst taking part on a challenge. We produced online safety briefing videos for participants to watch before arriving at the challenge, provided single rooms for everyone when accommodation was required, put on extra buses to enable social distancing to take place on all transfers, and provided bottles of hand sanitiser, facemasks and buffs for everyone taking part on a challenge. We will continue to make sure that your safety is at the centre of every decision we make when it comes to operating our challenges.

To aid this, we will continue to encourage everyone to follow these simple instructions in order to reduce the risk of transmission:

- We strongly advise that anyone doing a challenge with us is fully vaccinated and has any recommended boosters when offered.
- We recommend that you carry a face mask with you at all times. You may be asked to wear it at your accommodation, whilst using transport and in case of medical emergencies.
- Carry a small bottle of personal hand sanitiser and use this before and after using stiles and gates that result in you needing to touch surfaces.
- Avoid sharing food or water with other members of the group.
- Respect other people's personal space.

6. IS THERE ANY TRAVEL INSURANCE THAT PROVIDES ANY KIND OF COVER FOR COVID-19?

Our travel insurance partners at [Campbell Irvine](#) have launched a policy which includes Cancellation cover for Covid-19.

Travel Insurance Cover

- Cancellation cover to reimburse you for any irrecoverable payments and charges made for travel and accommodation if you have to cancel your trip due to a doctor diagnosing either you, a close relative or your travelling companion with Covid-19 and as a result being advised not to travel.
- Cancellation due to either you or your travelling companion's direct exposure to a close relative being diagnosed with Covid-19 resulting in an order via the NHS Test and Trace programme for you to be medically quarantined and not being able to travel.

Like all insurance policies, there are specific exclusions, so please read all of the detail before purchasing. For further information on the updated Campbell Irvine Direct travel insurance policy including Covid-19 cover, please see:

- [FAQ's relating to the new Covid-19 policy cover](#)
- [Specimen Policy Wording](#)
- [Insurance Product Information Document \(IPID Summary\)](#)
- [Click here to get a quote or buy a policy](#)

7. WHAT FINANCIAL SECURITY DO CHARITY CHALLENGE PROVIDE?

We provide full financial protection for any challenges that are packages (these are challenges that are more than 24 hours long and include accommodation) by way of an insurance policy held with International Passenger Protection Limited.

COVID-19 FREQUENTLY ASKED QUESTIONS (FAQ'S)

We understand that all the changes in the current environment can be extremely overwhelming and may leave you with many questions as we all adapt to the new way of being. To hopefully ease some of your concerns we have pulled together some [FAQ's](#) around Covid-19.

We hope the above information provides some support, but if you have any further questions please do not hesitate to get in touch.

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Any more questions?

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