



COVID-19 UK CHALLENGES FAQ'S

Document last updated: 25th Sept 2020

1. Is my UK challenge likely to be affected by Covid-19?

Charity Challenge wants to reassure everyone taking part in a UK challenge in 2020 that we are closely monitoring official advice from Public Health England and the UK Government and other appropriate local authorities. We are using the official advice to inform our decisions in relation to our challenges, and your health is what is most important to us.

2. What happens if I make a booking with Charity Challenge and the challenge can't run due to Covid-19?

Please rest assured that if Charity Challenge cannot operate a challenge in the UK due to legal restrictions around Covid-19, we will offer you a number of options including:

- the chance to postpone your challenge to a later departure this year
- the chance to join any other Charity Challenge trip either UK or overseas (please see information regarding differences in challenge costs below)

Please note there are no admin fees to either postpone or change challenges, should we be forced to cancel your existing challenge due to legal restrictions around Covid-19.

If you cannot make an alternative date set for your challenge, and there are no other challenges within our entire portfolio that you would like to move on to, you will be entitled to transfer your place to someone else and we will waive any administration costs (as mentioned in our [terms and conditions](#)).

3. What happens if I live in an area where there is a local lockdown, or restrictions put in place, that mean I cannot take part in my challenge?

We ask that everyone takes personal responsibility and follows the guidelines from their local area. If you are unable to travel to your challenge then we ask you to contact us as soon as possible. Unfortunately we will not be able to offer refunds as we will have already incurred costs for your place. We will do our best to move you to a later challenge date but there will be a fee to do this, this will vary depending on what costs we have already incurred; please email challenges@charitychallenge.com to inform us of your situation and we will do our best to help.

4. What if I postpone the challenge and then the later revised trip is also affected?

Even if you move on to another challenge later in the year, if we still find ourselves in a position where we cannot operate the challenge due to legal restrictions around Covid-19, we will offer you the same options as above, to postpone or, to change trips or to transfer your place to someone else.

5. What if the challenge costs are different on the new challenge that I move to?

Depending on which payment option you have booked with, we will either invoice you or refund you on the difference between the registration fees, and you will either have to raise more or less sponsorship based on the new challenge sponsorship levels.

6. When will you make the decision if you have to cancel my challenge?

We currently have 1000s of participants booked on over 50 UK challenges in 2020. As you would expect, we are prioritising groups that are departing imminently and will continue to work through the next challenges in chronological order. We do anticipate that within a month, or two things will be much clearer, and we expect trips for later in the season to proceed as planned.

There is no set time to make this decision, but we will try and let you know around 8 weeks before departure at the latest, unless legal advice suddenly changes, in which case we will let you know at the earliest convenience.

The situation is very changeable, and where we can still operate your challenge, we will do so. If advice has been against travel or the holding of small events, and this is still in place 8 weeks before departure, we will ensure we speak to you individually and communicate your options

7. On what basis are you deciding whether to cancel or not?

We are continuously monitoring the advice from the UK authorities - Public Health England (PHE) and the UK Government. As part of our overall business we are also monitoring the advice (for our overseas challenges) coming from the (World Health Organisation (WHO) and various other international governments. If we are advised against travel, or restrictions are placed on small group events, by the UK government or local authorities that prevent us from operating your challenge we will postpone your challenge.

8. What if there is no official advice against travel or small group events but I want to cancel anyway?

We respect that some people may feel more comfortable staying at home, and not travelling and taking part in a small group event, regardless of any legal advice. If you choose to cancel, we will action your request but where there is no legal advice against travel, our standard cancellation terms will apply (see [terms and conditions](#)).

9. What precautions are Charity Challenge taking to prevent the spread of infection on their challenge events?

Our UK challenge events team are taking this issue extremely seriously, so you can be assured that on all of our upcoming UK challenges we will have followed, and put in place, the most appropriate hygiene facilities.

- Advance information – We will be sharing widely available information about pre challenge preparations, good hand hygiene, keeping healthy and so on, and avoiding joining a challenge should anyone have any relevant symptoms.
- Enhanced cleaning processes for all our event venues - Surfaces can harbour the virus, so staff at all our event venues will be asked to ensure that they are cleaning more frequently and paying special attention to disinfecting high-touch areas like handrails, door handles, counter tops and food areas.
- Providing hand sanitizer – Charity Challenge will ensure that when you arrive at any of our UK challenge event venues that you will have the opportunity to wash your hands according to guidelines. All of our challenge leaders will also be carrying hand sanitizer on the challenge itself. We would encourage all participants to also bring their own hand sanitiser.
- Putting in place disposal bins for tissues – We will also make sure that all of our challenge event venues have appropriate disposal points for tissues.
- Minimising the number of people kept in close proximity – We will be assessing all of our event venues and coordinating the best way to make sure that we provide suitable space for people at points when the whole group needs to be brought together (i.e.: registration and event safety briefings). This may require, on some of our larger events, to stagger registration and start times so that we don't create unnecessary overcrowding. We would ask all participants to be understanding of this decision and to cooperate fully.
- Encourage anyone who displays coronavirus symptoms after the event to contact Charity Challenge immediately – We will ask all participants on UK challenge events to contact us immediately should they attend one of our challenges and, within the next 10 days, you display coronavirus symptoms.

For the latest version of our Covid-19 Health & Safety Guidelines please visit our website [here](#)

10. Do I have to pay my balance for imminent trips, or can I wait and see?

We are continuing to make the plans for your challenge and if you have been invoiced, please continue to pay as normal. If as above, we cannot operate the challenge due to legal restrictions around Covid-19, you will have the chance to postpone, change challenge or transfer your place to another participant, all without any administration costs.

11. How can I train during periods of social distancing and self-isolation?

Exercise is vital for our mental and physical health, and is arguably more important than ever during periods of social distancing and self-isolation. At Charity Challenge, we aspire to see the positive in every situation. So even though we are all going through an incredibly unsettling period in our lives, we have somehow been given a gift to slow down, refocus and take care of ourselves. Now is not the time

to sit down and give up, it is the time to put a plan in place and kick start a new training regime, so we are all ready to take on that Charity Challenge when the time allows.

The key to a successful training regime is planning and motivation. Once you start, the endorphins that you release will take care of everything else. To help you get fighting fit for your upcoming challenge, or just to keep in shape without leaving the house, we have put together some of our favourite [tips and advice for training at home](#).

12. How can I fundraise during periods of social distancing and self-isolation?

As we all go through this uncertain climate with COVID-19 (Coronavirus) a common question from our challengers is how can I fundraise when I am social distancing? Fear not! The team at Charity Challenge have put their creative hats on and come up with the [following ideas](#)

13. My challenge includes shared accommodation. How will that work with social distancing?

We are booking single, private room for all participants unless it is clearly indicated on your booking form that you are part of the same household (ie: both of you registered as living at the same physical address). Twin/double rooms have been booked for those people travelling as one household.

We will follow all available government guidance regarding shared accommodation facilities. We are working closely with all our accommodation suppliers to ensure that they too are adhering to these guidelines. The precise details as to how these guidelines will be implemented will vary from accommodation to accommodation. You will be informed about the details for your specific challenge in your Final Details document, one month prior to your challenge.

For more information regarding the governments guidelines to accommodation suppliers please click [here](#).

14. Will it be possible for me to pay extra to have a single room?

If you would like to enquire about the possibility of booking a single room, then please email challenges@charitychallenge.com. We cannot guarantee that we will be able to offer single rooms, but if the accommodation supplier can facilitate single rooms, then we will make this available for people.

15. What happens if I (or someone in my household) develops a Covid-19 symptom within 14 days of the challenge? Will I receive a refund?

Please refer to our [‘Covid-19 Keeping you Safe guidelines’](#), and the government advice, regarding what to do if you, or a member of your household, displays Covid-19 symptoms within 14 days of your challenge. We are asking people to not travel to the challenge if they, or a member of their household displays symptoms. Unfortunately, we will not be able to offer refunds as we will have already paid for all services for the challenge at this late stage.

16. Due to the lockdown, my fitness has really struggled and I'm not sure I have enough time to get myself to the necessary fitness for my challenge. What would you recommend?

We appreciate that many people will have found it difficult to maintain their fitness during the lockdown period. In particular, we recognise that it will have been very difficult for people to have done extended walks or cycles in the outdoors. We will be employing a higher than usual leader to client ratio on all our challenges to account for what we anticipate might be a wider disparity between people's fitness levels. This will allow our leaders much greater flexibility in how they manage the group.

During the lockdown period there have been many excellent, free online fitness classes. Many of these are still available and we would advise that you try a few different ones and find one that works for you. Check out our [blog post](#) for tips & advice for training at home. As lockdown measures ease this will hopefully make it possible for people to start venturing a little bit further afield to do longer training walks or cycles. We would encourage anyone heading back into the countryside to do this responsibly, and to check the local advice in the area you are intending to visit regarding car parking, toilets etc.

A good combination of online fitness classes combined with a couple of longer walks/cycles should give everyone a good enough level of fitness to achieve their challenge.

17. I haven't been able to do any fundraising during lockdown and I won't be able to meet my fundraising total. What should I do?

We have heard from lots of people who have found fundraising to be very difficult during lockdown. We put together some additional advice and ideas for how to go about fundraising during such a difficult time. This information advice can be [viewed here](#).

Charities now need your fundraising more than ever, and we have also noticed that people are being even more generous in their support of people fundraising for charities. So, our advice is to not be scared to restart your fundraising again. It would certainly be a good idea to find out what the impact of Covid-19 has been on your chosen charity, and to use this to help you reach out to people when you are fundraising.

If you are still concerned about reaching your fundraising target then the earlier you speak to your charity about these concerns, the better. Your charity will be able to offer further advice and assistance to support you and may be able to offer some flexibility with targets and deadlines.

18. How will you maintain hygiene and social distancing on vehicle transfers?

Very few of our challenge itineraries require the use of shared vehicles. Where you are required to use a shared vehicle, we will be following the government guidelines and working with our suppliers to ensure that all possible safety measures are in place. This will vary from challenge to challenge, and precise details will be made clear to you in your *Final Details* document.

Some of the measures we are putting in place include:

- Ensuring there is suitable space on the vehicle by only allowing 1 person per two seats and using larger vehicles.

- Allocating you a specific seat for longer journeys so you can leave your things on one place and have confidence no-one else has sat there or touched anything (head and hand rests, window ledges etc)
- Making sure the vehicles are well ventilated.
- Providing everyone with appropriate PPE and hand sanitiser before boarding the vehicle.
- Ensuring the vehicle has been appropriately cleaned before use.

19. There has been a lot of media coverage about putting pressure on local communities, and around visiting popular beauty spots. What are you doing to prevent increasing this pressure?

We are very aware of a lot of the negative publicity that has occurred around people flocking to popular beauty spots as lockdown measures have been eased. We will be co-ordinating closely with local authorities to reduce our impact on the communities we pass, as much as possible. On certain occasions this may involve us slightly altering the route or timings of the challenge. If this is the case, you will be informed of this in your *Final Details* document.

20. What PPE will I need to bring on my challenge?

You will be provided with a Challenge Safe Kit which includes a face mask, a 100ml bottle of hand sanitiser and a Charity Challenge buff for your challenge. For longer duration challenges of several days you will be provided with the appropriate number of additional masks and bottles. Hand sanitiser stations will also be made available in the accommodation, before meals, and before boarding vehicles. We would still advise everyone to also bring your own masks and hand sanitiser.

21. My challenge includes several meals and I'm concerned about eating in public places with shared facilities. How will you be serving food during the challenge?

We will be ensuring that all government guidelines are being adhered to during the provision of any meals on the challenge. This will vary from challenge to challenge and specific instructions on food distribution will be given to you by your challenge leaders. We will ensure that our leaders are always on hand to offer reassurance and ensure that all guidelines are always being adhered to.

22. What training will your leaders have received around Covid-19 issues?

All of challenge leaders will receive specific training from Charity Challenge around the most up to date guidelines for working safely and they will continue to be updated as further guidance becomes available. Leaders will also be supplied with appropriate PPE for carrying out their work, and for attending to any first aid incidents.

23. What happens if someone on my challenge shows symptoms of having Covid-19?

If anyone on a challenge displays any of the symptoms of Covid-19 during a challenge then a leader will speak with them and where appropriate will ask them to phone 111 for further advice. Our leaders are experienced first aiders, but they are not medical professionals and we believe that it would not be appropriate to ask our leaders to attempt to make their own diagnosis.

If the advice from NHS 111 is that the person should seek a test then one of our leaders will immediately support them so that they are able to promptly travel either home, or to an appropriate test centre, safely. Charity Challenge will then follow up with the entire group to notify you if the test result is positive. We will also work with the NHS Test and Trace team to provide phone numbers of the group so that the appropriate follow up is made.

24. What will happen if someone develops symptoms after attending the challenge? Will I be notified, and what would I need to do?

We will provide you with specific details regarding how to contact us should you display any symptoms within 14 days of attending the challenge. If we receive notification from anyone in the group that they have subsequently tested positive for Covid-19, we would work with NHS Test and Trace team to let you know and offer further advice.

25. I don't feel safe taking part in a challenge at the moment. What are my options?

We appreciate that some people will feel uncertain about taking part in a challenge. We would advise you to contact us directly, either by email at challenges@charitychallenge.com or by phone on 020 8346 0500.

Our booking terms and conditions can be [viewed here](#), this will provide you with information regarding fees for transferring your booking to a later date or cancelling your booking.