



## COVID-19 (CORONAVIRUS) UK CHALLENGES FAQ'S

### **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.

### **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).

### **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.

### **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.

### **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 2-3 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 2-3 weeks before departure, we will ensure we speak to you individually and communicate your options.

### **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.

### **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](#)).

### **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.

**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.

**What if my fundraising is impacted by not being able to host planned fundraising events?**

If you have any concerns around your fundraising, and current restrictions that would mean cancelling your fundraising activities, please speak directly to your chosen charity.