

Terms and Conditions for Virtual Event 2020 (the Event)

By accepting a place from Richard House Children's Hospice, I agree that:

Participation:

1. I will inform the Richard House Community and Events Team immediately if I am unable to take part in the event [and, where permitted, take all necessary steps to transfer my place to another person who wishes to take part in support of Richard House]. If it is not possible to transfer my place, I will still commit to the Donation and Payment Terms as outlined below.
2. I understand that this event is organised by the event organiser who is solely responsible for the conduct and operation of the event, including all health and safety requirements. Please see the event organiser's terms and conditions, or contact the event organiser directly for more information about the event and the potential risks involved.
3. Richard House Children's Hospice is not responsible for the event and accepts no liability whatsoever in relation to your participation in it.

Donations and Payment Terms:

4. I pledge to raise a minimum of £82 excluding Gift Aid and registration fee.
5. I will endeavour to raise as much as possible for Richard House Children's Hospice and will regularly pay all money collected to the charity by:
 - Using a fundraising website such as virginmoneygiving.com
 - Using the money return form provided to send cheques made payable to "Richard House Children's Hospice" to Richard House Children's Hospice, Richard House Drive, London, E16 3RG.
 - Calling the Community and Events Team on 020 7511 0222 to pay over the phone with my credit or debit card details
 - Paying online with my debit or credit card
6. I will send all outstanding sponsorship money to Richard House Children's Hospice by 4 weeks after the event.

Fundraising activities:

7. I will comply with any fundraising guidance or advice issues by Richard House Children's Hospice.
8. I will use Richard House's fundraising materials to fundraise for this event and will return any unused materials and any t-shirts received upon completion of the event.
9. I will only use lawful means to fundraise and will not do anything that is likely to harm Richard House's reputation.
10. I will make donors aware that their donations will not be returned if I fail to complete the event.
11. I will abide by the [Code of Fundraising Practice](#) issued by the Fundraising Regulator.

Sponsorship:

12. I agree that my sponsorship forms will make it clear that the money is not given subject to any conditions and that the monies will not be returned if the event is cancelled or I do not complete the event.

13. If Richard House Children's Hospice is paying any of the event costs, I will make this clear to sponsors.

Personal data and images:

14. I give permission for the free use of my first name, and any pictures, images, films or videos, stories, quotes, feedback or comments in any future communications including fundraising, marketing and media purposes conducted by Richard House Children's Hospice.

15. I give permission for my personal information to be stored and used by Richard House Children's Hospice in connection with the organisation, promotion and administration of the Event and passed on to the Event organisers as required.

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Richard House Event Transfer, Withdrawal and Refund Policy

Considerable effort goes into producing challenge events.

From the moment we receive an entry fee the Richard House Children's Hospice (hereafter RHCH) expend funds and apply them in good faith in relation to the entry. These costs include fees to the event organiser and general staffing costs - for example, a significant amount of administration and practical work also starts the moment an individual/ team enter and continues up until, and even after an event.

In respect to any request for an event transfer, withdrawal, and/or refund, we will implement the following policy:

This policy has been implemented in fairness to all other competitors who registered for **either** the Virgin Money London Marathon or RHCH Abseil, to ensure that events start on time, for legal and safety considerations, and for event management.

For third party events it is the responsibility of the individual to contact the event organiser to agree the cancellation/ withdrawal or postponement of their place. There are no race day registrations or race day transfers for a RHCH charity place in the Virgin Money London Marathon even if a registered athlete is a "no show" and a slot is available.

Refunds:

Refunds will **NOT** be issued under any circumstances after an Event Entry has been submitted. The only exception is if an event is cancelled and not re-scheduled whereby RHCH will refund the place in full.

Withdrawals:

A withdrawal from the Virgin Money London Marathon or Richard House Abseil can be made at any time prior to the event. Participant to inform RHCH of their wish to withdraw in writing as soon as possible. Participant cannot transfer their place to another participant. Any attempt to transfer their place to another individual will result in their place being lost.

Deferral:

An event defer is defined as transferring a competitor's entry from the event to the following year. For all events (excluding the Virgin Money London Marathon), participants can transfer to a different event within the same year. For third party events it is the responsibility of the individual to contact the event organiser to agree the postponement of their place, then to contact the events team at events@richardhouse.org.uk.

RHCH does not allow event transfers to the following year for the Virgin Money London Marathon - only for reasons of injury and/or pregnancy.

If an existing participant does transfer to a different event, the original entry registration fee is non-refundable, and must pay the entry fee for the event they have transferred to. A list of all RHCH events can be found here: <https://richardhouse.org.uk/events/>

Transfer entry to someone else:

For all events (excluding the Virgin Money London Marathon) participants can transfer their entry to another participant up to 2 weeks before the event.

All substitutions must be done in writing, and a £10 fee will be charged. Participant(s) to inform RHCH in writing as soon as possible to transfer their entry to someone else. Contact our events team via email – event@richardhouse.org.uk.

The new participant will need to complete the registration process, including payment. This payment will also include any price increases to event entry. Once this has been completed, the original participant will receive the refund, less the £10 transfer fee.

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