

Terms & Conditions:

- Please bear in mind that monthly donations cannot be used towards fundraising for a challenge this year or in future years.
- We can only offer refunds on regular donations that were made less than 6 months ago.

Questions and Answers:

1. *Can I use my monthly giving donations as fundraising for a challenge I signed up for or I will be signing up for in future?*
Unfortunately, this is not possible at the moment. You cannot use monthly donations to count towards your fundraising targets for MoonWalks or Unique Challenges.
2. *Can I claim Gift Aid on my monthly donation?*
Yes, you can, absolutely, as long as you are eligible. For every £10 you give, Walk the Walk will be able to claim another £2.50 from the government.
3. *The wrong amount has been taken from my bank account.*
Please contact JustGiving in one of the following ways:
Live chat: Please log into your JustGiving account and click the purple Help button on the bottom right of the screen.
Email: Get in touch with JustGiving via this form: https://help.justgiving.com/hc/en-us/requests/new?ticket_form_id=137889
4. *I would like to cancel my monthly donation. What do I do?*
 1. Please log into your JustGiving account
 2. Go to the top right hand corner of the page and click the drop down arrow next to your profile
 3. Select Account & Preferences
 4. Select Recurring Donations
 5. You will then have the option to cancel your monthly recurrent donation
 6. You will receive an email to confirm your cancellation
5. *What will my monthly donation look like on my bank statement?*
JustGiving.com will show on your bank statement.
6. *What happens to the monthly payment when my card expires?*
Your card details will be automatically updated via the bank once we get a missed payment, so you do not need to worry about it.
7. *Why was my donation rejected and what can I do now?*
Please visit JustGiving's help page for information: <https://help.justgiving.com/hc/en-us/articles/201128912-What-happens-if-my-donation-is-rejected->

8. *Do I have a choice in which day the payment is being taken?*
Yes, you will get the option for the payment to leave your account on the 1st, 15th or the 28th of every month.
9. *How often do I receive emails and receipts of my donation?*
You will receive an email receipt from JustGiving (contact@justgiving.com) when you set up Monthly Giving and then every month thereafter. A confirmation email will also be sent to you from JustGiving when you set up monthly giving confirming that you have created a recurring payment for Walk the Walk. Walk the Walk will be in touch separately, but don't worry, we won't spam your inbox, we only want to express our gratitude from time to time. Of course you can opt out of these communications at any time if you would prefer not to hear from us.
10. *Can I set up a monthly donation anonymously?*
Yes you can, this is not a problem. However we won't be able to thank you for your generosity and support and won't be able to let you know how your donation was used during the year. Of course if you choose to donate anonymously, we respect your decision and a huge thank you from us all for all your support.
11. *I only meant to donate once, not monthly. Help!*
Please contact JustGiving in one of the following ways:
Live chat: Please log into your account and click the purple Help button on the bottom right of the screen.
Email: Get in touch with JustGiving via this form: help.justgiving.com/hc/en-us/requests/new?ticket_form_id=137889
12. *Are my monthly donations tax deductible?*
Yes, if you are a higher rate tax payer, through Gift Aid. Gift Aid allows charities to claim basic rate tax of 20% on your donation (that's 25p for every £1 donated). But higher rate taxpayers pay 40% tax. So, if you're a higher rate taxpayer, you can claim, from HMRC, the difference between the basic rate of tax claimed by the charity on your donation and the higher rate of tax you actually pay. For an example and for more information, visit the GOV.UK website here: www.gov.uk/donating-to-charity/gift-aid
13. *I need further help. Who can I contact?*
Email the Fundraising Team at Walk the Walk fundraising@walkthewalk.org or call the team on 01483 741430, they would love to hear from you.