

FAQS: Your Queries Answered

Am I registered yet?

To register you need to complete the Volunteer Registration Form on our website. Once complete, we'll send you an email welcoming you to the team. If you have not received your email, it could be your email settings or because Walk the Walk does not have the correct email address for you. If you have not received anything from us, please contact the Volunteer Team at volunteers@walkthewalk.org or call on **01483 741430** where we can check your details and resend it to you.

How will I be briefed?

Closer to the event, you will receive your **Role Briefing Notes** and a **Volunteer Handbook**, telling you everything you need to know about the event and what you will be getting up to. You will also be invited to attend our live **Virtual Volunteer Webinar** which takes place on **Monday 12th May at 7pm**. The session is recorded and will be shared with all Volunteers the following day to rewatch at a time that's suitable.

Can we Volunteer as part of a team?

Yes absolutely, in fact we'd encourage it! Get your friends, family, sports buddies or colleagues to join you – as many as possible! If you can put a team together and fancy tackling a Zone or Service Station as one group, fantastic! Get in touch with the Volunteer Team! If you have told us the names of the people you would like to Volunteer with on your registration form, then you will automatically be placed in the same team.

Can I change my role?

Each one of our roles play an important part in making the MoonWalk an unforgettable night and we do our best to try and match people with a role we think they will love and works for them. However, if you do find that you have been allocated something that you don't fancy, have not been teamed up with your friends, or the timings do not work for you, then please email the Volunteer Team volunteers@walkthewalk.org and we will do our absolute best to accommodate you.

Can under 18's Volunteer at The MoonWalk?

Yes absolutely! Young Volunteers are very welcome provided they are at least **13 years old** on the day of the event. Volunteers between 13 and 18 will need to be accompanied by an adult Volunteer and will remain with them in MoonWalk Arena throughout their time with us. Under 18's are not permitted to Volunteer **Overnight** or out on the **route**.

Am I able to turn up or bring someone with me to Volunteer, on the night?

We strongly recommend that you and anyone who plans to come along with you registers to Volunteer ahead of the event. We need to know your details in advance to allocate you the best role, have some emergency contact details for you as well as send out all the essential information you need prior to the event. If you do not register, then the Security team will not be able to give you access to the arena which we don't want to happen!

If you would like to turn up on the night, it isn't a problem, but please do email the team on volunteers@walkthewalk.org or call **01483 741430** for further information. If you call during the event, the voicemail system will give you details of the Volunteer Hotline for The MoonWalk London.

Can I collect sponsorship?

Yes, we would be delighted if you collect sponsorship – Volunteering is challenging, rewarding and eminently deserving of fundraising. However, we place no expectation on our Volunteers to raise sponsorship. Your commitment of time in support of vital breast and other cancer causes and thousands of Walkers is invaluable to us.

What do I do if I can no longer Volunteer or need to change shift?

We understand that things happen and life can sometimes get in the way... all we ask is that you let us know as soon as possible if you need to cancel or amend your Volunteering role. Please email the [Volunteer Team](#) or call **01483 741430**.

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