

Mac House Fundraising FAQ's

In partnership with the NHS and Alder Hey Children's Hospital we continue to care for families of critically ill children; the service that Mac House provides is only possible due to the donations received from our amazing supporters.

We understand you may have many questions during these uncertain times and we want to offer our dedicated supporters the best service we possibly can. To help with some frequently asked questions we have given some answers below.



ALDER HEY, LIVERPOOL

How can I pay in the money I have raised or make a donation?

Every penny counts at the moment so the sooner we receive your donations the sooner we can put them to use to support our families. Understandably, to protect our families we can not accept any visitors to Mac House at the moment, however there are 2 options for paying-in money:

Cheque: Pop a cheque made payable to 'Alder Hey Family House Trust' in the post to; Ronald McDonald House, Alder Road, Liverpool, L12 2AZ (*please don't send cash in the post*)

Bank transfer: Make a payment via your bank to our account detailed below. Please send an email to linda.desa@rmhliverpool.org.uk with the date, amount and reference for the transaction to help us process your kind donation.

Alder Hey Family House Trust

Barclays

Sort code: 20-50-82

Account number: 10107247

Don't forget with both options to tell us why you're making the donation and how it was raised, and please don't forget to share your contact details so we can get in touch to say a big **THANK YOU!**

Are Mac House events still going ahead?

Whilst many public events are being cancelled/postponed, we rely on the income from events to support our charity so where possible will keep plans in place and postpone where necessary.

If you are already booked on to a Mac House event we will be in touch with you as soon as we know of any changes. Please continue to fundraise using your online giving pages if your event booking is for a sponsored challenge. In the meantime feel free to get in touch for reassurance or help and advice to reach your targets.

If you would like to register to attend one of our future events please take a look at our events listing to see what is available and follow the booking process. Please be aware these are all subject to change and depend on government guidelines.



Don't Forget!

As always the Mac House fundraising team are on hand to support you in every way we can.

Although we're not in the office to greet you with a smile we are still working and can be contacted by phone or email. So please reach out as we'd love to hear from you.

Phone 07787 062 354

Email linda.desa@rmhliverpool.org.uk

denise.byrne@rmhliverpool.org.uk

I have an online giving page, what happens to the donations as my event has been cancelled/postponed?

Your online donations are already making a vital difference to families staying at the house right now.

If your event has been postponed you can continue to fundraise using the page you already have open, just update your page with the new date and have a plan B in case the event needs to be postponed again.

If your event has been cancelled be creative with a virtual version of your activity on or around the original event date. Check out Jo's story below on how she took on a different challenge when the London Marathon didn't take place on 26 April.



ALDER HEY, LIVERPOOL

Meet Jo

At a time when our lives had turned upside down, Mac House gave us a place to call home whilst we battled through the worst weeks of our lives. I had to say good night to Harry when he was 7 weeks old and as he would have turned 18 last December, I decided to run my first (and probably my one and only) marathon for him.

I'm not sure what scared me the most - running 26.2 miles or raising £2,000, but after so much hard work and with only weeks to go the marathon was cancelled. It was important for me to still mark the occasion until I can complete the real challenge so I decided to cycle 26.2 miles instead. I was so delighted to have even boosted my sponsorship to over £2,500!



I have an event planned, should I cancel?

We know that organising an event can take a lot of time, money and effort so we'd hate to see your plans go to waste. Here are a few things to consider:

Try to postpone your event – if your venue and suppliers are willing to change to a future date that may be the easiest option, be sure to read any terms and conditions you've agreed to. Don't forget to tell friends and family to save the new date in their diary.

If the event has to be cancelled, or maybe people can't attend the new date, ask friends and family to donate their entry fee so your hard work still supports the families at Mac House.

Maybe your event could go virtual? Get everyone together on Zoom, Houseparty or Facebook live and take lots of pictures to share with us across social media.

Please let us know what changes you plan to make so we can update our records and support you in the best way possible.

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