



ALDER HEY, LIVERPOOL

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## Frequently Asked Questions

### Q. What is Ronald McDonald House Alder Hey?

A. Affectionately known locally as 'Mac House', Ronald McDonald House Alder Hey has 84 bedrooms providing free 'home away from home' accommodation to over 2,000 families each year who have children being treated at Alder Hey Children's Hospital. Ronald McDonald House Alder Hey opened in 1993 and is the largest Ronald McDonald House in Europe, with the running costs for each year being close to £750,000. The Ronald McDonald House offers support and a safe place, just a stone's throw away from the hospital, as families experience the toughest time of their lives.

### Q. What is Ronald McDonald House Charities UK?

A. Ronald McDonald House Charities UK is an independent charity providing free 'home away from home' accommodation and support for families with children in hospital. The Charity currently runs 12 Ronald McDonald Houses at partnered NHS Hospitals, offering up to 425 rooms for families.

Families can stay in a Ronald McDonald House for as long as they need to. All but one of the Houses are open 365 days a year and all are equipped with everything you would find in a family home. Families can get a good night's sleep, prepare their own meals and feel at home, knowing that they are only moments away from their child. As well as en suite bedrooms, they provide communal facilities such as kitchens, dining rooms, playrooms, laundry facilities and outdoor space. Their staff also run activities and events for children staying in our Houses and to bring families together.

### Q. Why have the two charities agreed to merge?

A. Both charities have a shared long-term goal of ensuring the families that stay with us enjoy a home away from home environment. With a combined experience of almost 60 years we know we can achieve more together. By bringing together our passion, expertise and funds we can continue to provide a 'home away from home' at Alder Hey Children's Hospital for as long as our families need one.

### Q. What is the relationship between Ronald McDonald House Alder Hey and Ronald McDonald House Charities UK?

A. Ronald McDonald House Charities UK was fundamental in the setting up of Ronald McDonald House Alder Hey 28 years ago in 1993. The Charity donated £1 million towards the construction of the House. At that time, Ronald McDonald House Charities UK was helping to fund and setup Houses but not actively running the day-to-day operations, so the Alder Hey Family House Trust was set up as an independent charity to run Ronald McDonald House Alder Hey.

Both Ronald McDonald House Alder Hey and Ronald McDonald House Charities UK operate their houses under licenses from Ronald McDonald House Charities Global headquarters, based in Chicago, and share the same purpose and provide a 'home away from home' and support for families with children in hospital.

### Q. I am currently staying at Ronald McDonald House Alder Hey – what is going to change for me?

A. At the moment nothing will change, and we will still be providing a 'home away from home' for those who need us. You may notice a few new friendly faces around the House who will be working to make your stay as comfortable as possible, ensuring our families remain at the heart of everything they do.

**Q. I am a currently fundraising for Ronald McDonald House Alder Hey – what is going to change for me?**

A. We are incredibly grateful to all our donors and supporters for your phenomenal support and loyalty over the last 28 years.

For those currently fundraising for Ronald McDonald House Alder Hey, nothing will change at the moment. You can continue with your fundraising and using online platforms, like Just Giving, if you have already registered a page. The funds you have generously donated and your current fundraising efforts, will continue to benefit the families that stay at our house here in the heart of Liverpool. We will continue to keep in contact with you throughout your fundraising.

**Q. I want to start fundraising how do I go about doing this?**

A. After the merger we will be part of the Ronald McDonald House Charities UK family. RMHC UK is an independent charity and relies on the support and generosity of fundraisers and donors to keep thousands of families close to their sick children in hospital each year. If you have decided to raise funds to support the work of RMHC UK, you will now need to select Ronald McDonald House Charities UK (RMHC UK) on online giving platforms such as Just Giving. Please get in touch with the Supporter Care team at [rmhc.supportercare@uk.mcd.com](mailto:rmhc.supportercare@uk.mcd.com) or 0203 892 0825 for further support with your fundraising. Your continued support means together we can support families in all Houses across the country during their times of need.

**Q. I have already fundraised for Ronald McDonald House Alder Hey how do I handover the funds?**

A. We are really grateful to everyone that has raised funds to support families in Ronald McDonald House Alder Hey. The funds you have raised will benefit the families that stay at our house here in the heart of Liverpool. Cash donations can still be brought into the House as normal both pre and post-merger. If you already have a cheque made payable to Alder Hey Family House Trust / Ronald McDonald House Alder Hey we will still be able to accept this in the short term, so please bring it in to the House or post it to Ronald McDonald House Alder Hey, Alder Road, Liverpool L12 2AZ. From the date of the merger the House becomes part of Ronald McDonald House Charities UK, this is anticipated to be Monday 13 December. Therefore from this date we ask that you please make cheques payable to RMHC UK and send to RMHC UK, 6 Victoria Road, Sutton Coldfield, B72 1SY.

If you are making an individual donation and are able to Gift Aid your donation, please complete a gift aid declaration form via the RMHC UK website: [www.rmhc.org.uk/giftaid](http://www.rmhc.org.uk/giftaid).

**Q. I am a current regular giver who supports Ronald McDonald House Alder Hey – what is going to change for me?**

A. Thank you for your continued support and for making regular donations to support our work. We will be in touch to let you know when details, such as bank information are changing so that from that date you can continue to support not only the families that stay at the House in the heart of Liverpool, but now many other families across the UK too.

For those that make regular payments via Charities Trust or CAF you will be contacted directly by them to inform you of the next steps.

We also recognise many of our supporters like to make an annual donation in celebration or in memory of a loved one and such donations can now be made online via [www.rmhc.org.uk/donate](http://www.rmhc.org.uk/donate). Your continued support means together we can support families in all Houses across the country during their times of need.

**Q. I am a current lottery player who supports Ronald McDonald House Alder Hey – what is going to change for me?**

A. At the moment nothing will change for our lottery players and we appreciate your ongoing support. You can continue playing and supporting families at Ronald McDonald House Alder Hey. If there are going to be any changes, you will be contacted directly.

**Q. I have signed up to do a Challenge event for Ronald McDonald House Alder Hey in 2022, will this still go ahead?**

A. Our events will continue as planned for 2022. You will be contacted by one of the RMHC UK events team and given all the support you need. We are very grateful for your support in signing up for an event.

If you have already registered a page to support us, there is no need to change anything at the moment and we will continue to keep in contact with you throughout your fundraising.

If you have not set up a fundraising page yet, you will now need to select Ronald McDonald House Charities UK (RMHC UK) on online platforms such as Just Giving. Please get in touch with the Supporter Care team at [rmhc.supportercare@uk.mcd.com](mailto:rmhc.supportercare@uk.mcd.com) or 0203 892 0825 for further support with your fundraising.

**Q. Can I ring-fence my donation to the Alder Hey House after they become part of Ronald McDonald House Charities UK?**

A. We would like to encourage donors not to ring-fence but it would be considered on a case by case basis. Just like any charity, Ronald McDonald House Charities UK needs to spend donations where they are most needed; this would include reinvestment in Ronald McDonald House Alder Hey.

**Q. I am a volunteer, what happens now?**

A. Thank you for giving your time to support us. We wouldn't be able to operate without our wonderful volunteers and are so grateful for your support and loyalty over the years. At the moment our volunteer roles will remain unchanged and we are excited for you to join us on this exciting journey. If you have any questions, please speak to a member of the House team.

**Q. How do I access information about Ronald McDonald House Alder Hey after the merger?**

A. The Ronald McDonald House Alder Hey Facebook page will remain open.

After the merger is complete Alder Hey will feature alongside all of the other amazing Houses in the RMHC UK newsletter, which will feature news from all Houses, the families that are helped, and events and fundraising opportunities you can get involved with. To receive this please complete the 'Sign up to show your support' box at the bottom of the RMHC UK homepage - <https://rmhc.org.uk/>

There will also be information about the Alder Hey House added to the 'Our Houses' page on the RMHC UK website.

**Q. If I have previously provided my consent to be contacted by E-mail to Ronald McDonald House Alder Hey will I still receive information from them?**

A. Thank you for consenting to hear news from Ronald McDonald House Alder Hey via E-mail. We hope you have enjoyed hearing news from our House and all the exciting events you can take part in. If you would like to continue to be updated on our journey, learn more about the work of RMHC UK and how you can support families when they need us the most, you will now need to re subscribe to the RMHC UK newsletter. To do this please complete the 'Sign up to show your support' box at the bottom of the RMHC UK homepage - <https://rmhc.org.uk/>

**Q. If I have previously provided my data to Ronald McDonald House Alder Hey how will it be looked after?**

A. We recognise it is important to keep you updated about what we do with your data; Ronald McDonald House Charities UK shares the same vision as Ronald McDonald House Alder Hey and we are committed to treating it with respect and keeping it safe. Personal data provided to Ronald McDonald House Alder Hey will continue to be processed, for the same purposes, but with Ronald McDonald House Charities UK named as the 'Data Controller' under the Data Protection Act 2018.

This may mean some of the methods we use to collect and look after your personal data will change. Please be reassured, we will continue to treat your personal data with respect, we will continue to keep it safe and we will only process it for the purposes you gave it to us.

To read more about the transfer of personal data and find out what this means for you please read our Notice of Data Transfer or by visiting this link -<https://ronaldmcdonaldhouseliverpool.org.uk/wp-content/uploads/2021/12/Notice-of-Data-Transfer.pdf>

**If you have any questions that have not been answered above please find the relevant contact details below:**

Pre-merger you may contact us for any reason by:

- Phone – 0151 252 5869
- Post - Ronald McDonald House, Alder Road, Liverpool, Merseyside, L12 2AZ
- Email: [Fundraising@rmhliverpool.org.uk](mailto:Fundraising@rmhliverpool.org.uk)

After the proposed merger date you may contact RMHC UK for any reason by:

- Phone – 0203 892 0825
- Email – [rmhc.supportercare@uk.mcd.com](mailto:rmhc.supportercare@uk.mcd.com)
- Post – Supporter Care Team, Ronald McDonald House Charities UK, 11-59 High Road, East Finchley N2 8AW

**A home from home, in the house that love built**



Ronald McDonald House Liverpool



Mac\_House\_Liverpool



@MacHouse\_AH