

# Frequently Asked Questions



## Registration:

What is Kite Club?

- Walk participants who donate \$250 or more qualify as Kite Club members. Kite Club membership allows you to maximize your participation while making a real difference in the life of a critically ill or injured child and enjoy some special benefits! Kite Club members will receive an invitation to the Kite Club hospitality tent for complimentary breakfast, access to special Kite Club parking on Walk day and other benefits. **NOTE: Kite Club is not a fundraising level, but rather a personal donation option.**

What incentive is there for registering early?

- Enjoy lower participant fees and take advantage of extra time to build a large, active team and fundraise for a great cause.

Can I register multiple people?

- All adults must register and consent to the event waiver themselves.
- Parents or legal guardians can register their children during step 5 of the registration process. Simply click "Register Family Member".

Can I register my spouse and myself at the same time - i.e. as Mr. and Mrs. Smith?

- No, each individual person must register separately and agree to the waiver.

Can I register as a walker by clicking "Donate" on the team page?

- No, you must "Register" or "Join" the team.

Do I have to register my infant/toddler?

- As an important fundraiser for Rady Children's Hospital-San Diego, everyone who participates in the walk must be registered. We offer youth size shirts so parents are strongly encouraged to register their infants and toddlers age three and under.

Is my registration fee tax-deductible?

- Yes, gifts to Rady Children's Hospital-San Diego are tax deductible to the extent allowed by the law. Rady Children's Hospital-San Diego is a registered 501(c)3 organization. Our tax identification number is 33-0170626.

Can I pick up my items before the Walk?

- Yes, individuals who are not registered as a member of a team are encouraged to pick up their bib numbers and T-shirts from the Pre-Registration and Team Packet Pick-up Event. Team captains are responsible for picking up their team's T-shirts and bib numbers from this event and for distributing the T-shirts and bib numbers to their team members before the Walk. Team Captains: Please communicate with your team members when and where they will receive their bib number and T-shirt from you.

Can register in person?

- Yes! You may register in person at the Pre-Registration and Team Packet Pick-up Event taking place at Rady Children's Hospital Medical Office Building (3030 Children's Way, Room 113, San Diego, CA 92123) on September 30 from 1:00-6:00pm. You may also register on the day of the Walk between 6:30 and 7:00am.

I want to be a walker, but can't attend the Walk? What then?

- No problem! Register as a Virtual Walker by Monday, September 28, and we'll mail your Walk T-shirt and bib number (which includes the SeaWorld special discount offer) to you. You can still fundraise to earn Badges and some really cool prizes! You can also choose to make a donation to another walker and contribute to his or her fundraising goals.

## Fundraising & Donations:

What are Fundraising Badges?

- Fundraising Badges are fun little badges to help encourage you! When you reach a fundraising milestone, you will receive an email letting you know which milestone you achieved and a badge will appear in your participant center.
  - Make a self-donation to kick-start your fundraising
  - Reach the \$250 fundraising level
  - Reach the \$500 fundraising level
  - Reach the \$1,000 fundraising level

Is my registration fee considered part of my fundraising total?

- No. Your registration fee DOES help the Hospital, but it is not part of your fundraising total or count toward fundraising rewards. We encourage you to set goals for additional fundraising and earn Badges and additional prizes. You'll make an even greater impact on the children in our care, too!

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If I reach the 2nd (3rd, 4th, etc) tier fundraising level, will I receive all the prizes listed?

- No, Walk prizes are **not** cumulative. You will receive the fundraising prize for the highest level you reach and not the prizes listed for lower levels.

What fundraising prizes are available?

- Please visit our Walk website to see our current prizes. Check back weekly to see updates and additions to prizes. In order to qualify for the prizes, all monies must be submitted by October 31, 2015.

How do I fundraise?

- We have tons of ideas! Every dollar counts and we have worked with (and been inspired by) many creative and successful fundraising walkers who have shared their best techniques with us over the years. Check out our Fundraising Tips page for fundraising suggestions and tips.

I want to use Social Media to connect to my friends and family. Can you help me with this?

- Yes, it's a great idea to post links to your personal fundraising page on social media sites like Facebook and Twitter – let your friends know what you're up to and encourage them to support you. Check out our Social Media Tips page for suggestions.

When and how will I receive my fundraising prizes?

- You can continue to fundraise until October 31.
- Your prizes will be available for pick-up in December at Rady Children's Foundation offices - you'll be emailed with prize pick-up information.
- Team Captains are able to pick up prizes for their team members.
- Prizes not picked up by December 31, 2015 will be donated back to Rady Children's Hospital.

\*\*\*Please note - fundraising prizes are awarded for individual fundraising efforts, NOT Team totals.\*\*\*

## Website Tips and Tricks:

What features are available on the website?

- We're excited about our website and hope you enjoy the new look and features. To learn all about your new participant center, check out our Participant Center Guide. If you have any questions, please don't hesitate to contact us at 858-966-5988 or [foundationevents@rchsd.org](mailto:foundationevents@rchsd.org). We also have friendly URLs for your personal and team fundraising pages – they will all begin with [www.give.rchsd.org/](http://www.give.rchsd.org/).

Can I customize my personal fundraising page?

- Yes, as a registered walker, you'll be able to write your own personal story on your fundraising page and upload your own photo, OR you can adopt one of our Rady Children's honorary patient stories. By adopting one of our honorary patient stories, you will have access to a short paragraph explaining their journey AND a special photo of the child.

How do I change my personal fundraising goal?

- You can change your fundraising goal by logging in to your participant center (with your username and password). Under the Overview section on the Home tab, click on "change" below your current goal. Enter your new goal and click submit.

What is the best way to mail in multiple donations?

- Please print and complete a pledge form (located under Resources), with information for each donation to ensure that you receive the credit you deserve for all your fundraising efforts.

Will donations turned in at the Walk show up on my fundraising page?

- Yes, donations turned in with appropriate completed donation forms will be reflected on your fundraising page within one month after the Walk and continuously updated as donations continue to be received after the Walk.

Can I continue to collect donations after the Walk?

- Absolutely! Participants qualify for fundraising prizes through October 31, 2015. Once your donation is received, you will see your amount reflected in your fundraising total.

What are matching gifts?

- Matching gifts are efforts employers use to assist their employees in philanthropic efforts, sometimes even doubling their employee's fundraising efforts. Please contact your Human Resources Department to see if your company has a matching gift program. Please call our Donor Services Department at 858-966-7749 if you have questions about matching gift programs.

How does team fundraising work?

- Team fundraising is a great way to rally a group of people around a great cause. You can share ideas and tools to encourage each other and then walk together as a team! Fundraising prizes are for individuals, however there are team awards.

## Event Information:

How will I receive important Walk information?

- We will post important Walk information leading up to the walk on our Facebook page and through our email communications, so please "like" us on Facebook at [facebook.com/radychildrenswalk](https://www.facebook.com/radychildrenswalk) and set your spam filters to allow email messages from [events@rchsdfoundation.org](mailto:events@rchsdfoundation.org).

## Event Day Information:

How long is the Walk route?

- The Walk route is 3 miles (with a 1-mile short cut option). We hope this will give more families the opportunity to try the longer route – with some treats along the way. And everyone can enjoy a bit more time at the post-Walk festivities.

What are staggered start times?

- All walkers must be in the start line for the Walk start at 7:30am sharp. For an improved participant experience, we'll be sending off participants in groups using a wave start system.

Are there activities after the walk?

- Yes, after the Walk, there will be a festival that will include various food vendors, entertainment, and other child-friendly activities. There will also be an awards ceremony to celebrate the work of our Walk teams. **Check your final event instructions for more information.**

Can my team dress-up for the Walk? Can we bring signs?

- Yes, we encourage you to show your team spirit! Feel free to make signs, dress up, and have fun! Remember this is an event to celebrate the kids and your hard work – be creative.

Are wheelchairs and strollers allowed on the Walk route?

- Yes, wheelchairs and strollers are allowed on the Walk route.

I would prefer to run on the course, is that allowed?

- Yes and No. Participants must walk the first mile through SeaWorld, but you're welcome to run the remainder of the two-mile course along Mission Bay.

Can I bring my pet to the Walk?

- No, we're sorry, but pets are not allowed at this event.

Where can I park?

- Please enter through the main SeaWorld entrance and follow signage and direction of parking personnel. Due to traffic, please allow at least 20 minutes to park and walk the short distance from the SeaWorld parking lot to Rose Marie Starns South Shores Park.

Is handicap parking available?

- Yes, handicap parking will be available at Rose Marie Starns South Shores Park. To access handicap parking, from SeaWorld Drive westbound turn right at the light at South Shores Road. Your displayed handicap placard will gain you access.

What time should I arrive?

- If you have pre-registered and attended one of the pre-registration events plan to arrive no later than 7:00am. If you are registering the day of the Walk or are registered and have not picked up your bib number and T-shirt, arrive by 6:30am.



Rady Children's Hospital-San Diego

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