

Q. What is the challenge?

Macmillan's 24-Hour Challenge takes place this October. You can walk, dance, game, or cycle for 24 hours straight. Go solo or team up with friends, family, or coworkers to tackle the challenge together. Whatever you do, you are raising vital funds to support people living with cancer.

Q. When does my challenge start?

You can choose to take on your 24-Hour Challenge, any day between Friday 25 and Thursday 31 October.

Q. What is a Facebook fundraiser?

A fundraising page that is created for you once you have registered to use within Facebook. [Sign up for the challenge here.](#)

Q. How do I share it with my Facebook friends?

As soon as you register for the challenge, it will automatically appear in your friends' newsfeeds. Then you can post updates on the page and more of your Facebook friends will see it. The more you post, the more people will see it, and the closer you'll get to reaching your goal.

Q. How do my friends donate?

There is a donate button on the Facebook fundraiser, which is simple and quick to use.

Q. What is the best way to raise more money with Facebook fundraisers?

Make it personal and make it fun! Post regular updates on your Facebook fundraisers to make people feel involved in your challenge. Post videos. Post selfies. Tag friends. The more likes and comments, the more money you will raise so be as creative as you can be!

Q. How can friends and family donate if they don't have Facebook?

When you registered, we also created you your very own Macmillan Cancer Support fundraiser that you can share with friends and family who wish to donate outside of Facebook. You can find your fundraiser here: [Take on a 24 Hour Challenge for Macmillan | Macmillan Cancer Support](#)

Q . Where can I get support if I need it during this challenge?

Our Macmillan Cancer Support Line offers confidential support to those living with cancer and their loved ones. If you are worried about money, work or treatment or just want to speak about whatever matters to you, we'll listen and support you. Call us for free on **0808 808 00 000**.

Q . Can I complete the challenge at my own pace? Can I include rest days?

Of course - we want supporters to ensure they protect their health and safety during the challenge. This means taking part at your own pace, whether you take on 1 hour, 5 hours

or the full 24 hours – the main thing is that you are doing your best to support people with cancer.

Q . Do I need to have a certain level of fitness?

This challenge is built to be inclusive, and you can adapt the challenge to suit your abilities. This means taking part at your own pace, whether you take on 1 hour, 5 hours or the full 24 hours. We also advise seeking guidance from your GP if you have any concerns.

Q . Can I start the challenge late?

We will be encouraging everyone to take part 25th to 31st October however, if you are joining the challenge later or have missed a few days, you can continue into November.

Q . Do I need to provide evidence that I've done the challenge?

No, however we do love to see your photos so make sure to share them on our [Facebook group](#) or tag us @MacmillanCancer.

Q . What if I don't complete the challenge?

The only thing that matters is that you challenge yourself and that you are doing something incredible in support of those living with cancer. However much you achieve, we're so grateful for your support and for helping us do whatever it takes to support people affected by cancer.

Q . Can under 18's take part?

Yes, under 18's can take part in this challenge; however, we need your parent or guardian to contact us first. They can call us on 0300 1000 200 (Monday-Friday, 9am-5pm).

Under 18's should not register with their own details, and the Facebook group is strictly for supporters over the age of 18.

If you have already registered in your name, we will need to do the follow these steps:

- Cancel your registration
- If you have created a fundraiser, please go to your fundraising page on Facebook, click 'edit' and 'end fundraiser'.

Q . I'm pregnant can I still take part?

You are more than welcome to take part. However, we do ask that you please consult with your GP or midwife to ensure that the challenge is suitable for you. Please do also adapt the challenge according to your needs.

Q . I don't have Facebook can I still take part?

Unfortunately, this challenge is designed to take place on Facebook. However, whilst you won't be able to join the Facebook group, if you would still like to do something incredible to support people living with cancer, you can set up a [JustGiving page](#).

Please note that if you sign up via JustGiving you will not receive emails about the challenge but will receive a basic JustGiving journey.

You can find the challenge fundraising pack on [our website](#).

Q . I have a health condition; can I still take part?

We do encourage that you contact your GP for professional medical advice before starting the challenge as we want you to remain safe whilst you take part in the challenge.

Q . I'm not from the UK can I still take part?

You are more than welcome to take part wherever you are based in the world. However, please do know that we can only ship t-shirts to UK addresses.

Q . Is there a registration fee?

There is no registration fee for this challenge.

Q . Is there a registration deadline?

Registrations will close on Thursday 24 October. The t-shirt offer is available whilst stocks last, so we recommend you, friends or family join the challenge as early as possible to avoid any disappointment!

Q . Where do I sign up? What is the registration process?

It's so fantastic to hear that you are interested in taking on our 24-Hour Challenge. Simply fill out the [registration form](#) to sign up.

Once you've registered your Facebook fundraiser is automatically created for you. We'll also email you a link to your very own Macmillan branded fundraiser which you can opt to use for collecting donations from friends and family who don't have Facebook.

Don't forget to join our [Facebook group](#) to meet the community doing miles with you.

Q . I want to cancel my registration?

Please email fundraising@macmillan.org.uk to cancel your registration and Macmillan Cancer Support page for you. You will need to close your Facebook fundraiser by opening it up, clicking options and 'end fundraiser'. If your t-shirt has already been dispatched, we will be unable to cancel the order for you. If you do receive a t-shirt, please use the return slip and free post label to send it back to us.

Q . Can we register as a team?

You can take part as a team if you wish. However, we encourage all participants to have their own registration to make getting your t-shirts quick and easy. When you register you will automatically be set up with an individual fundraising page. We recommend you close additional pages and share just one of your fundraising pages as a group.

Q . I want to share the registration link so that my friends and family can sign up too!

It's fantastic to hear that some of those close to you want to sign up to the challenge too! To get them to register please share the [registration link](#).

Q . Where can I join the Facebook group?

Please join the [24-Hour Challenge Facebook community](#)

Q . How is the Facebook group moderated?

Our lovely Supporter Care team monitor the group intermittently Monday to Friday, 9am – 5pm.

Q . Why have I been sent a second fundraiser? (Macmillan branded)

After your Facebook fundraiser is created, we automatically create a Macmillan Cancer Support branded fundraiser for you as well. Your Macmillan Cancer Support fundraiser is set up so that you can collect donations from friends and family who don't use Facebook.

This Macmillan fundraiser displays your total amount raised across both of your fundraising pages.

Please note, your Facebook fundraiser will only show donations made via Facebook donate.

Q . Can I donate to my own fundraiser?

Absolutely! Donating to your own page is a great way to get your fundraising rolling. In fact, it has been proven that self-donating helps to encourage donations from your supporters by up to 84%!

Q . How do I access my Facebook fundraiser?

To find your Facebook fundraiser simply ensure that you are logged in to your Facebook account and go to the fundraisers [manage page](#).

If you still have any issues with finding your Facebook fundraiser, please do message us via direct message (DM) on Facebook as we will be able to find it for you.

Q . How do I access my Macmillan fundraiser?

The link to your Macmillan fundraiser will be sent to you via email as its automatically created by us. You can also find it by [logging in via Facebook](#).

If you proceed to have any difficulties with locating your fundraiser, please do get in touch via DM.

Q . How do I raise money?

We encourage you to refer to the 24-hour Challenge fundraising pack (you can find this in the file section of the Facebook group) as it contains lots of useful tips and materials to help you get off to a fantastic start with your fundraising!

Q . Do I need to pay in my online fundraising?

Money raised through Facebook fundraisers is sent automatically to us!

Q . What % of the money do Facebook take?

For donations made in Great British Pounds (GBP), the payment processing fee on Facebook is 1.4% + 20p. The rest of your donation goes straight to Macmillan. When you donate, Facebook asks if you'd like to cover these fees. If you choose to do so, 100% of your donation will go to Macmillan.

Q . I don't want to create a fundraiser, how do I send in my donations?

Your fundraising page is created automatically when you register for the challenge. If you would like to close it and fundraise offline instead, simply go to your Facebook fundraising page, click the three dots on the right-hand side of your screen and click 'end fundraiser'. You can then use a sponsorship form, which can be found in our 24-Hour Challenge Fundraising Pack or create your own [JustGiving page](#).

Q . What is the fundraising target?

There is no minimum fundraising amount. However, we recommend setting a target of £150 – you can update this to a target that works for you on your Facebook or personal Macmillan Cancer Support fundraising pages.

Q . What if I don't reach my fundraising target?

Don't worry, we know you will try your best. Every £ counts and will help us make sure everyone living with cancer gets the support they need. If you need any tips or support, please get in touch.

Q . My employer wants to match my fundraising – how does this work?

It's wonderful that your employer would like to match fund you! The process varies a little between companies. If you can pop us an email over to fundraising@macmillan.org.uk, we'll be more than happy to provide them any further information they might need. Thank you so much!

Q . Meta payment changes?

Meta have now partnered with PayPal Giving Fund from the 31 October 2023 to manage all the donations that come through their platforms.

The only change that you might see from this is that your sponsors will be asked if they would like to make a voluntary contribution to cover payment processing fees which will be completely optional. Everything else regarding your Facebook fundraiser will not be impacted.

Fundraising on Facebook is still one of the most cost-efficient ways to raise funds for Macmillan and something we continue to promote to our supporters.

More detail can be found about the fees in the [Meta Help Centre](#).

Q . Can someone donate who is not on Facebook?

Absolutely! Any of your supporters who would like to contribute to your fundraising can donate via your Macmillan branded fundraiser. To do this simply share with them the URL link to your page.

Q. How do I get a refund for a donation? (via Facebook fundraiser)

If one of your donors needs a refund, you can guide them to the [Facebook contact page](#).

Q . How do I get a refund for a donation? (via Macmillan branded fundraiser)

Please ask the supporter to get in touch to let us know the details of their donation – full name and date of transaction. The National Marketing Team can then process this on the Social Sync site via the Transactions tab.

Q . I'm stuck on what to say in my fundraising bio, can you help?

If you've activated your Facebook and Macmillan fundraisers, you'll see that we've already got your fundraising bio sorted! Although, if you're using JustGiving or would like to share your fundraising page with a different message, why not try something like this...

"From the 25th October, I'm going to be taking on Macmillan's 24-Hour Challenge for Macmillan Cancer Support. This challenge is really important to me. There are currently around 3 million people in the UK living with cancer and Macmillan are doing whatever it takes to provide them with the support they need. Any donation amount will be greatly appreciated. Stay tuned for updates as I complete the challenge. Thank you!"

We also have plenty of additional examples available in our fundraising pack.

Q . How do I close my Facebook fundraiser?

This can be closed in the Fundraiser personal settings (the three dots on the right when you open up the fundraising page). For any technical issues these should be referred to Facebook help. As with all Facebook posts, a 'Donate' button in status / live content can be deleted.

Q . How do I close my Macmillan fundraiser?

You can close your Macmillan fundraiser by changing its end date to today once you've logged in to your page and opened settings. If you have any issues with this let us know and we can do this for you.

Q . I would like to be thanked for my fundraiser

We would love to thank you for your challenge fundraising, please email us at fundraising@macmillan.org.uk.

Q . I'm experiencing donation issues?

If your experiencing donation issues via your Facebook fundraiser, please [contact Facebook directly](#). However, if you are experiencing donation issues via your Macmillan branded fundraiser, please do send us the link to your fundraiser along with details of the problem you are having to fundraising@macmillan.org.uk so we will investigate this for you.

Q . I don't want to make a fundraiser, can I just donate instead?

Yes, absolutely - you're welcome to [make a donation](#). Thank you so much for your support.

Q. When do I get my t-shirt?

Please allow up to 10 working days for it to arrive from the date you have registered.

Q . How long will my t-shirt take to arrive?

Please allow up to 2 weeks for your t-shirt to arrive once you have registered. If you have waited longer than this, please DM us on Facebook and we'll investigate this for you.

Q . My t-shirt has not arrived it's been over 2 weeks?

We sincerely apologise that your t-shirt has not arrived and for any inconvenience caused. Occasionally this can happen due to either a postal or admin error. Please send us an email at fundraising@macmillan.org.uk to confirm your required t-shirt size and postal address. We'll get another one sent out to you as soon as possible.

Q . How do I get my t-shirt?

When signing up to the challenge you'll be asked your required t-shirt size and this will be sent to you in the post.

Q . Can I get a second t-shirt?

You can visit our [Online Shop](#) to purchase another t-shirt.

Q . What are your t-shirt sizes?

[View our t-shirt sizes](#)

Q . I've ordered the wrong t-shirt size, what do I do?

Don't worry, we can send you another one. Contact fundraising@macmillan.org.uk to let us know what size you need. We do ask that you send your current t-shirt back to us as the t-shirts do come at a cost to Macmillan. You can do this by using the return slip and free post label that arrived with your t-shirt.

Q . My t-shirt has come in the wrong size?

If you have received the wrong t-shirt size, please contact fundraising@macmillan.org.uk with your postal address and correct t-shirt size. We will promptly send you out another t-shirt as a first-class post. Once you receive your new t-shirt, if you could please return your unused one using the return slip provided we would greatly appreciate it as t-shirt come at a cost to Macmillan.

Q . I've seen other t-shirt links being shared in the Facebook group?

The only place where we will prompt you to order your free Macmillan t-shirt is when you [register for the challenge](#). If you see any Facebook users sharing t-shirt links within the group, please do DM us to let us know, as we will want to remove these comments or posts.