



Virgin Money Giving and JustGiving will be processing all online fundraising and donations for Captain Tom 100. It's open for all organisations to get involved, including charities and schools. Here is a selection of FAQs to ensure your organisation is all set up. If you have any further questions, please contact Virgin Money Giving or JustGiving directly.



Does our charity have to register with Captain Tom 100 to take part in the campaign?

Your charity does not need to register with Captain Tom 100 to take part. You will, however, need to be registered with Virgin Money Giving for your 100 challenge fundraising to count towards the overall total. If you are not registered on Virgin Money Giving, or you are but have further questions regarding your account, please see **pages 2 and 3**.

Do we need to set up a campaign?

No. We've created a dedicated co-branded Captain Tom 100 hub on our website that will be live from 6 April and can be accessed using the bespoke deeplink we will send you. From this page, your supporters can create a fundraising page or make a donation directly to you. Your bespoke deeplink will also be available in your charity portal. We've updated our reporting so that, as well as seeing the fundraiser data, you'll also see direct donation data for all your Captain Tom 100 supporters



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Your charity does not need to register with Captain Tom 100 to take part. You will, however, need to be registered with JustGiving for your 100 challenge fundraising to count towards the overall total. If you are not registered on JustGiving, or you are but have further questions regarding your account, please see **pages 2 and 3**.

Do we need to set up a campaign page?

No, there's no need to set up a campaign. We'll send each charity their own link they can use to promote Captain Tom 100. If you haven't received this, please check your junk mail and contact charities@justgiving.com so we can re-send it to you. You can also direct your supports to our **Microsite** which will be live from 6 April, where they can search for your charity.



How do I register on Virgin Money Giving in time for the event?

To register with Virgin Money Giving, just visit the charities section of our website [here](#) to get started. We're waiving our registration fee for all charities who sign up between 31 March 2021 and 30 April 2021, and we don't charge a monthly fee.

I work for a school, can I fundraise for it?

Yes, if your school is already registered with Virgin Money Giving you and your supporters can fundraise for your school and we'll send you your own link to promote. If you're not already registered on Virgin Money Giving you can sign up for free [here](#).

Can I collect Gift Aid?

Yes, we'll collect Gift Aid for you, at no cost.

When will we receive the funds that have been raised?

We make weekly payments to all charities. All the previous week's donations will be paid each Monday and will be with you by the Wednesday.



How can I sign up for JustGiving in time for the event?

It's free to join our START membership plan. There's no sign-up fee or monthly charge, and we have 0% platform fees. Enter the promo code 'CapTom100' to let us know you'd like to fundraise for Captain Tom 100 and we will prioritise your application [here](#).

I work for a school, can I fundraise for it?

Yes, if your institution is already registered with JustGiving we'll automatically add you to the campaign and send you your own link to promote. If you're not already registered on JustGiving you can sign up [here](#).

Can I collect Gift Aid?

Yes! If your charity is a member of JustGiving, it's very likely that we claim Gift Aid on your behalf already (although this service is optional), but if not, you'll just need to add your Gift Aid number to your JustGiving account. You can find out more [here](#). New to JustGiving? We'll set this up when you join.

When will I get the funds raised?

We send donation and Gift Aid payments directly to your charity's bank account every week. Payments are made on a Friday and will usually land in your account the following Tuesday. If the week's total is less than £100, we send the payment at the end of the month.



How much will it cost me to use each service once we're live?

There are no monthly charges with us. We charge a 2% platform fee and a 2.5% payment processing fee on donations. We don't charge for collecting and passing on Gift Aid.

We're the only platform that allows donors to cover 100% of a charity's fundraising fees and if the donor covers this in their donation (which they do in the majority of cases), you won't pay anything.

Will I receive the data from the fundraisers and donors to follow up?

Yes. We've updated our reporting so that as well as seeing the fundraiser data, you'll also see direct donation data for all your Captain Tom 100 supporters.

Will you waive your fees for this campaign?

We are waiving our registration fee for all new charities who sign up between 31 March 2021 and 30 April 2021. The only fee that will be payable is the platform fee and payment processing fee on donations and with the majority of our donors covering this, in most instances you will receive 100% of the donation, including the Gift Aid.



How much does it cost me to use each service once we're live?

JustGiving have 0% platform fees, so more money goes to good causes – instead donors can leave a voluntary contribution to support the work of JustGiving if they wish. A payment processing fee is applied, which covers the external card provider charges and the costs of processing millions of donations.

Will I receive the data from the fundraisers and donors to follow up?

Charities receive an email notification from JustGiving when someone creates a fundraising page for them. These go out hourly and include the email address the fundraiser used. Charities on our GROW membership plan (£15 per month) can also download reports that include the opt-in status of both fundraisers and donors, and how much has been raised. Donations made to charities for Captain Tom 100 will appear under the campaign name 'CaptainTom100'. More information about reporting on JustGiving can be found [here](#).

Will you waive you fees for this campaign?

It's free to join JustGiving – there's no sign-up or monthly fee when charities join on our START membership plan. And we charge 0% platform fees to donors. Instead, we give donors the option to make a voluntary contribution to the cost of maintaining our platform should they wish. There is a 5% fee for our Gift Aid service, which is deducted from the amount of Gift Aid claimed on a donation. This service is optional, and charities are able to opt-out. Our payment processing fee is 1.9% plus 20p.