COMMUNITY CHEST HEARTSTRINGS WALK 2022 FAQs

(A) ABOUT THE EVENT

1.	**What are the different segments of Community Chest Heartstrings Walk 2022?**
	The **Community Chest Heartstrings Walk 2022** comprises of the "Charity Fun Walk" and the "Virtual Walk". The Charity Fun Walk is a physical, 4km non-competitive walk that will take place on 10 September 2022 at the Marina Bay Waterfront Promenade. - Date: 10 September 2022, Saturday - Flag-off time: 7.15pm - Venue: Event Plaza, Marina Bay Sands, 10 Bayfront Avenue, Singapore 018956 - Distance: 4km - Registration fee: $25 per pax | $80 per group of 4 pax *The route is friendly for those with mobility issues (e.g., using wheelchair or kaye walker).* The Virtual Walk allows the community to participate at their own comfort and pace. The Virtual Walk will start with a milestone of 3km and participants are encouraged to clock 39km, in celebration of Community Chest's 39th anniversary. - Registration fee: $15 per individual - Registration period: 1st August – 18th September 2022 - Participation period: 1st August – 2nd October 2022
2.	**What are the causes that Community Chest supports?**
	Community Chest's supported causes are: 1. Adults with disabilities 2. Children with special needs and youth-at-risk 3. Families in need of assistance 4. Persons with mental health conditions 5. Seniors in need of support

3.	**Where will the registration fees from Charity Fun Walk and Virtual Walk go to?**
	As Community Chest's fundraising and operating costs are covered mainly by Tote Board, 100% of the funds raised through Community Chest Heartstrings Walk 2022 will go to Community Chest to support over 100 social service agencies and 200 critical programmes supported by Community Chest, to empower the lives of children with special needs and youth-at-risk, adults with disabilities, persons with mental health conditions, and seniors and families in need of assistance.
4.	**Why am I charged a small fee during checkout?**
	100% of the registration fees will be channelled to over 100 social service agencies and 200 critical programmes supported by Community Chest. Apart from the registration fee, there is a payment processing fee of 3.4% per transaction charged solely by the payment platform provider Stripe, during checkout,. For instance, the total fees charged for the Charity Fun Walk is $25.85. This includes the $25 registration fee channelled to Community Chest, and a $0.85 payment processing fee charged by Stripe.
5.	**Will the registration fee be tax deductible?**
	Registration fees for the Charity Fun Walk and Virtual Walk are not tax deductible.

(B) CHARITY FUN WALK – REGISTRATION & MECHANICS

1.	**How do I sign up for Charity Fun Walk?**
	You can click on this link to sign up or use the "Register Now" button in the above section.
2.	**How will I know if my registration is successful?**
	After successful online registration, you will receive a confirmation email within two hours. A second email with details on the registered event segment(s) will be sent to you within three working days. Do check your junk mail folder if you do not see the emails in your inbox. Please contact us at enquiry@HSW2022.com if you do not receive them within three working days of registration.
3.	**How do I sign up as a group?**
	You can rally family and friends to form a team of 4 people to enjoy group registration rate. To register as a team, please select the "Charity Fun Walk (Group of 4)" option and fill in the names of your team members on the registration form. As a team representative, you will be nominated as team leader by default.

4.	**Can I change my team members after I have registered?**
	Please email to enquiry@HSW2022.com to submit this request.
5.	**Can children join the event?**
	Participants of all ages are welcome. Children below 12 years old and accompanied by an adult registrant can join in the Charity Fun Walk for free.
6.	**Are we allowed to bring pets to the Charity Fun Walk?**
	Participants may bring their pets along to the Charity Fun Walk. However please note that the large crowd may cause stress for some pets.
7.	**What is the e-bib for?**
	You may download your e-bib after registration. Here are the steps to invite your friends and family to sign up: • Step 1: Log in to your account • Step 2: Tap on the "Bib" button on the event card in your profile • Step 3: Click on the "Share" button and select the communication channel you wish to share with your network, such as WhatsApp, Facebook and Instagram. • Step 4: After you have selected the communication channel, please add the text/caption to share with your network. E.g. "Join me to walk for a good cause at Community Chest Heartstrings Walk 2022 on 10 Sep!"
8.	**How do I get to the event venue?**
	This is an outdoor event, held at the Marina Bay Sands Event Plaza, 10 Bayfront Avenue, Singapore 018956. Ways to Get There: Nearest MRT station: • Bayfront MRT station (CE1/DT1) Nearest Bus Stop: • Marina Bay Sands MICE, ID: 03511 Nearest Drop-off Points: • Sands Expo & Convention Centre • The Shoppes at Marina Bay Sands If you are driving, the nearest car park will be at Bayfront Link, next to Sands Expo & Convention Centre (South Entrance).

9.	Where do I register and collect the lantern on the event day?
	You may register and collect your lantern at the registration booths located at the Marina Bay Sands' Event Plaza. In commemoration of Community Chest's 39th Anniversary, we will be giving out goodie bags and lanterns to the first 3,900 online registrants. Please remember to bring your confirmation email with QR code (digital or printed copy) for registration. If you have signed up as a team, kindly note that only the names of the team leader and members submitted during online registration will be accepted.
10.	Can I bring my own lantern to the walk?
	Yes, you are welcome to bring your own lantern.
11.	Is there a bag deposit?
	There will not be any bag deposit areas at the Charity Fun Walk. Participants are encouraged to bring only necessary items.
12.	Do I need to be fully vaccinated to participate in the Charity Fun Walk?
	Yes, only fully vaccinated participants are allowed to join large scale events according to the current Safe Management Measures (SMM) guidelines. Prevailing SMM guidelines will apply and SMM will be undertaken at the event. Mask-wearing is optional but encouraged for outdoor settings, especially in crowded areas during the event.

(C) VIRTUAL WALK – REGISTRATION & MECHANICS

1.	What is the registration period?
	Registration for the Virtual Walk starts on 1st August 2022, 0900 hrs and ends on 18th September 2022, 2359hrs.
2.	Do I have to download the 42Race app to take part in the virtual walk?
	It is not compulsory for Virtual Walk participants to download the 42Race app. If you wish to submit your clocked distance, you may do so at this link.
3.	Can I form a team at the Virtual Walk?
	You may form a team with your family and friends after they have registered online individually. The steps to form a team are: • Step 1: Log in to your account • Step 2: Go to profile and scroll down to "Community Chest Heartstrings Walk 2022 – Virtual Walk" • Step 3: Click "Team" • Step 4: Click on "Create a Team". Type in your team's name and click "Create". For more information on how to create a team, please visit this guide by 42Race.

4.	**Are children allowed to join?**
	Participants of all ages are welcome.
5.	**What is the e-bib for?**
	You may download your e-bib after registration. Here are the steps to rally for your friends and family to sign up: • Step 1: Log in to your account • Step 2: Tap on the "Bib" button on the event card in your profile • Step 3: Click on the "Share" button and select the communication channel you wish to share with your network, such as WhatsApp, Facebook and Instagram. • Step 4: After you have selected the communication channel, please add the text/caption to share with your network. E.g. "Join me to walk for a good cause at Community Chest Heartstrings Walk 2022 on 10 Sep!"
6.	**How do I start taking part in the Virtual Walk?**
	After successful online registration, you will receive a confirmation email within two hours. A second email with details on how to take part in Virtual Walk with user guide will be sent to you within three working days. Do check your junk mail folder if you do not see the emails in your inbox. Please contact us at enquiry@HSW2022.com if you do not receive them within three working days of registration.
7.	**What if I cannot complete the virtual challenge clocking 39km?**
	While participants are encouraged to clock more walking distance, completing the virtual challenge of 39km is not mandatory for the Virtual Walk.
8.	**How do I track my walking distance?**
	You may use any GPS-enabled apps and devices to track your walking distance. Please refer to this link for the list of recommended apps and devices that you can use.
9.	**How do I submit the distance clocked from my GPS-enabled app/device through the 42Race website/app?**
	Please refer to the user guide on how to submit your walking distance.
10.	**I have completed the virtual challenge of clocking 39km. When and where can I download my finisher e-certificate?**
	Upon completion, please click the "Cert" icon located on the event card in your profile to download your finisher e-certificate.

(D) HOW CAN I HELP TO MAKE A BIGGER DIFFERENCE?

1.	**How can I support communities-in-need through Community Chest Heartstrings Walk 2022?**
	There are four ways that you can support: 1. Register for Charity Fun Walk as an individual for $25 or a group of 4 pax for $80. 2. Register for Virtual Walk as an individual for $15. 3. Make an online donation to Community Chest. With a minimum donation of $28, you may receive a UNIQLO T-shirt designed by Ms Zoe Tan (an artist with hearing impairment at ART:DIS) and a tote bag. 4. Be a digital fundraiser through Giving.sg.

For more enquiries, please contact the event secretariat at enquiry@HSW2022.com. Please allow us to get back to you within three working days.