

# T&Cs / FAQs

## **1. How is Sheffield RAG funded?**

Sheffield RAG itself is a charity and is self-financing. This means that the costs of running the programme successfully and safely have to be covered by the programme itself. These costs are things such as staffing (there are two full-time staff members to support the programme), first aid training for the Committee to safely run events, merchandise for fundraisers street-teaming.

It was agreed by the Students' Union Council and Student Executive Council that the best way to fund the programme costs was by taking 10% from all net fundraising (this is the total left once any event expenses have been deducted). This 10% goes toward meeting the core costs of the programme and ensures that RAG can continue to provide excellent support to student fundraisers.

## **2. What exactly is the 10% used for?**

The 10% from all net fundraising goes toward our core costs. This means that we can run a safe, efficient and expert fundraising programme for our students.

### ***Our core costs:***

- X1 full-time Community Fundraiser and x1 Fundraising Intern – these staff members offer advice, expertise and support on areas such as events planning and management, risk assessment, health and safety, charity law, insurance – and help with how to make the most money for charity!
- Staff time applying for collection permits, raising cheques to charities, accounting, liaising with insurers
- Raffle licence, merchandise for fundraisers to up-sell such as glow-sticks and sweets, resources such as buckets, seals, labels, drop-safe bag clips
- Training such as First Aid for RAG and Bummit Committees to safely run events
- Charity cheque giveaway events

## **3. What help and support can I get from RAG?**

RAG can help you with pretty much everything you need fundraising-wise! We can help you come up with ideas to fundraise – from smaller collections or cake sales, to large-scale events or competitions.

We can support you from start to finish, with every aspect of your fundraising event including marketing, budgeting, risk-assessing, insurance, liaising with other departments such as Entertainments and Box Office, booking a venue, logistics, pricing and accounting.

RAG can also of course help with other areas such as organising a collection day in the city centre, organising a street-team (selling glow-sticks or other merchandise at a Union club-night), booking a concourse stall, use of our raffle licence, using our charity buckets and helping with good practice banking the money. You can even borrow our giant cheque for a photo with your chosen charity!

As well as two staff members, there is also the RAG Committee made up of 21 volunteers who all look after different aspects of the fundraising programme - we're all here to help you with however you want to fundraise – so please get in touch

#### **4. I'd like to organise a bake sale - what do I need to do?**

If you want to organise a fundraising bake sale just get in touch with us with a few preferred dates (adoptacharity@sheffieldrag.com). We can then check if any of these dates are free for you. You can book to do a bake sale in the Activities Zone, the concourse or the Union plaza. We also have some availability at Jessop West and Elmfield buildings.

You will need to read and sign our Bake Sale Guidelines and also sign the Bake Sale disclaimer / Stall Notice (both of these are available under 'Policies & Helpful Things'). One copy of the disclaimer needs to be returned to the RAG Staff Team and one copy needs to be displayed on your stall. The Bake Sale Guidelines also need to be displayed on your stall. On the day of your bake sale, RAG will have a table cloth and collection buckets available for you to use.

Please note that the Students' Union is only able to book in two bake sales a week so please contact us early as dates do get booked up quickly.

You can also sell Krispy Kremes: to do this you can book a space in the same way as above but then you will need to contact the Krispy Kreme Company yourself and arrange collection. RAG can provide the letter of authentication for you to verify that you're selling for charity.

#### **5. Can I fundraise in other University buildings?**

You may be able to fundraise in other buildings such as up at the residences or at the IC but you will need to ask permission from the staff at these buildings to see if they are happy for you to do this.

#### **6. Where and how can I Street-Team? (sell merchandise at club-nights)**

RAG organise street-teams at Union club nights throughout the week. You and four friends are able to go around Bar One selling your wares before standing outside the clubnight venue. After drop-safeing the money, you are all able to get guest list entry to the night out. You will need to provide us with the names of your group for guaranteed guest list at least 2 days before the street-team.

RAG are happy for you to run a street-team at other bars and nightclubs as long as you get the written permission from the venue. RAG need to see this in a letter or e-mail.

To arrange a street-team e-mail [street-teaming@sheffieldrag.com](mailto:street-teaming@sheffieldrag.com). The Street-Team Coordinator can meet you at a mutually convenient time to hand over

collection buckets, merchandise and explain how to drop-safe the money and return the buckets

### **7. How do I organise a RAG Raid (collection in the city centre)?**

Our RAG Collections Coordinator can organise this for you.

E-mail [collections@sheffieldrag.com](mailto:collections@sheffieldrag.com) with a few preferred dates. We can then contact the local council to see if that date is free and apply for a collections permit for you. You can hold a collection at Fargate, Barkers Pool or the Train Station. Please note that permits take up to one month to clear so you will need to let us know well in advance of when you'd like to collect.

On the day of your collection, you can collect buckets and copies of your permit (each person collecting must have a copy of the permit on their person) from the RAG Staff Team as well as drop-safeing materials. Up to 8 people at any one time can be collecting (they may swap over or run on a rota).

We can also organise busking collections under the same permit application process.

### **8. How do I go about organising a raffle?**

Societies and groups can run private raffles for their own members or as one-offs at a single event without needing a licence. To run another type of raffle for example, selling tickets over a period of time, a Small Lotteries Licence is needed as stated by the Gambling Commission. Sheffield RAG hold a Small Lotteries Licence and can provide you with guidance for different types of raffle.

We can lend you collection buckets and tins as well as write supporting letters for you to use when approaching businesses to donate prizes. If you're unsure on how to organise a raffle, we can also help advise you.

After your raffle, the money needs to be banked in the same way as usual (see information below on what to do with fundraised money). RAG has to submit an annual report to the local council with amounts raised under their raffle licence.

### **9. Do I have to work with RAG in order to fundraise?**

It is advisable that Societies, Committees, Sports Clubs and individuals run their fundraising through RAG. This is to ensure that student groups get the best support and expertise but also to ensure good practice around charity law and accounting, especially now that the Students' Union is registered with the Charities Commission. RAG can provide you with some expert advice on charity fundraising – from the legal stuff and good practice, to how to maximise your fundraising.

Any group or individual who wants to fundraise for charity on the concourse, you MUST go through RAG though. This is because this area is a public right of way and as such, collections have to be licensed by Sheffield City Council. RAG hold

the collection permits for this space and so legally, all money collected in this space must go through the RAG accounts and be report to the council.

**10. Can I borrow a RAG collection bucket for my fundraising event?**

RAG are happy to loan out our charity buckets and collections tins for Sheffield University student fundraising events. By law, the money collected in our buckets must come through the RAG accounts and be reported by us. The 10% to cover our expenses will also apply in this instance (see top of page).

Please email [adoptcharity@sheffieldrag.com](mailto:adoptcharity@sheffieldrag.com) a few days before hand to make sure we have them ready for you. When you collect a bucket, you will be asked to sign it out so we know who has which bucket. Please make sure that you return the bucket as soon as possible after your event and no later than 3 days after. We have lots of fundraising events and lots of students wanting to fundraise so we need our resources back and ready for the next fundraising mission

**11. After my event, what should I do with my fundraised money?**

Straight after you have finished your collecting, we advise you to drop-safe the money. This means that the money will be stored securely in the Students' Union safe and will be insured. We strongly advise that you do not take the money home with you as this may put you at risk and the money is not insured if lost or stolen.

Instructions on how to drop-safe can be found in 'Policies and Helpful Things' and the RAG Committee / staff will go through the process with you when you pick up buckets.

RAG Committee will count the money securely in the Finance Office and let you know how much you've raised within 7-10 days of your event.

**11. How do I return a RAG bucket?**

During office hours (Monday – Friday 10am-5pm) you can return RAG buckets and tins to the RAG Team in the Activities Office. If you have finished doing a Street-Team at night, please ask Security to let you into the RAG Office and leave the buckets in there (along with any leftover merchandise). Please ask Security to lock the door securely once you leave.

**12. When does my fundraised money get donated?**

RAG will keep a record of your running fundraised total for the academic year and make sure it's updated when you do more fundraising. If you're a society or club, you will have your own RAG fundraising cost code too. We usually raise cheques to charities at the end of the academic year (June-July) – so we encourage you to fundraise throughout the year and raise a big cheque at the end of the year.

There may be instances where we can raise cheques earlier in the year so please ask us if you need to do this.

**13. Why do RAG aim to donate 85% locally?**

We ♥ the community that we become a part of as students, so we aim to donate **85%** of our annual total to local charities in South Yorkshire and the North Derbyshire area. We like to make a difference to smaller charities who cannot afford to have large-scale fundraising programmes. We hope that the amounts we donate can make an even bigger difference to such organisations, and our local community. It also means that we can organise more visits and volunteering days at these local charities so you can see the difference you're making.

However, students working with us can choose to donate to any charity they wish!

**14. I want to fundraise for a specific cause - can RAG help me with this?**

Yes! If you have a cause or causes you'd like to fundraise for, that's great – just let us know and we can make a note of them. As long as your cause(s) is not for profit and has an independent bank account, that's brilliant! We will raise a cheque directly to the charity at the end of the year for you – we can either post this on your behalf or you may be able to organise meeting the charity to present them with the cheque (you can even borrow our giant novelty cheque for photos!)

**15. I'm going on an international volunteering expedition. Can RAG support me to fundraise for this?**

RAG have policy in place which states we are not currently able to support students fundraising for international volunteering expeditions. This is because Sheffield RAG operates on a student-led model, whereby we support students to run their own events and choose which causes to donate to. We do not currently outsource our events or link up with specific charities to support or promote their events.

At the moment, we don't have the resources to support students fundraising for these expeditions but need to prioritise students fundraising for their own and RAG events.

For more information on volunteering expeditions generally please contact the Activities Team Leader, Emily: [E.Agius@sheffield.ac.uk](mailto:E.Agius@sheffield.ac.uk)

**16. Can RAG help me choose a charity to raise money for?**

Yes! Each year we invite applications from charities that need funding. We have a database of over 300 organisations that are looking for financial support. Each charity is grouped into a number of different categories such as children's, health, elderly, local, international, so we can filter the applications for you. Each

application has details of the organisations aims and client base, as well as a shopping list, so you can see which items you might be able to help fund.

E-mail [charities@sheffieldrag.com](mailto:charities@sheffieldrag.com) for help with choosing a charity.

**17. How much can my club or society claim back from our fundraising?**

As a Students' Union club, society or working committee, you are able to claim back up to 50% of your net fundraising for you own club or society.

So, this means that the remaining 50% goes to charity (40% to your chosen charity and 10% to RAG). You may choose to claim back less and give more to charity – the choice is yours.

This scheme is designed to help societies and clubs grow and continue to be sustainable, whilst engaging in community life and doing something fantastic for a good cause.

We have specific collection buckets for societies and clubs fundraising, to make sure that we are being transparent about where the money is going

**18. One of my society's main functions is to fundraise (e.g. Barnardo's, SIFE, Marrow). Is my society able to claim back the whole 90% of our fundraising?**

Unfortunately no. Even if your society has a primary aim to fundraise, RAG must donate the fundraised money directly to the charitable cause. This is just good practice to ensure that the proportion of money stated is going explicitly to the charity.

**19. Does Gift Aid count towards my fundraising total?**

Gift Aid is additional money claimed back from the HMRC rather than donated money from a donor. As such, Gift Aid does not count toward a fundraising total but is used to help RAG meet their core costs, along with the 10% (see top of page)

**20. I've bought a ticket to a RAG event but can no longer go; is it possible to get a ticket refund?**

Students' Union policy states that tickets are non-refundable. In some instances, it may be possible for you to try and sell your ticket on to another participant but generally we cannot refund tickets. Please make sure that you can go to the event before purchasing a ticket and also that you have read and fully understand the Terms and Conditions of the event before purchasing a ticket.

**21. If a RAG event is cancelled, can I get a ticket refund?**

Generally RAG cannot refund tickets to events. This is because an event will already have incurred many costs (met by the ticket price) which may not be refundable. If an event has to be cancelled due to factors outside of our control, such as bad weather, we will strive to rearrange the event wherever possible. In

some instances it may be possible for us to refund tickets if we can recoup costs but this will be in exceptional circumstances. We will endeavour to make the best decision and support our student members

**22. If a RAG event is cancelled, is it possible to get sponsorship / donated money refunded?**

If an event is cancelled for whatever reason, it is not possible for RAG to refund any donations or fundraised money under any circumstance. This is because we are not able to identify all donors (for example, those who have donated money in collection buckets or at glow-stick sales, or bake sales, and sometimes on Virgin Money) and ensure that each donor receives their donation back. RAG are also holding donations in trust for charities. In these instances all money, as before, will be donated to the charitable causes stated. Please ensure that your donors are aware of this condition and that you include this condition on your Virgin Money page for example.

**23. Why does RAG use Virgin Money for Online Fundraising**

RAG changed from JustGiving to Virgin Money a couple of years ago. This is because Virgin Money only charge fees of 2% (as opposed to 10%) and this means that we can donate more money to charity

**24. What fees are taken from a donation by Virgin Money?**

For each donation made, Virgin Money take 2% to cover their admin and support costs. There is also a bank card processing fee of 1.45% or 1.6% for American Express or PayPal.

So for example, from a £10 donation, Virgin Money would take 20p transaction fee, plus 15p for a standard card processing fee, leaving £9.70 for charitable donation.

Virgin Money is very competitive in the online fundraising market and provides good support, advice and good practice.

**25. What do I need to tell anyone making a donation to me?**

We advise you to make sure that anybody making a donation to you knows and understands what you're fundraising for (the event you're taking part in as well as the causes you're fundraising for), is clear about our refund policy, understands how RAG is funded (10% of all net fundraising and Gift Aid goes toward core costs – see above). We also advise that you make them aware of the Virgin Money charges (above) although this information is available on the Virgin Money website.

If you are a society or club you should also tell your donors if you are claiming back a % of your fundraising.

## **26. Why is there a minimum sponsorship amount for some RAG events?**

Many of RAG's events have a ticket price and then a minimum sponsorship amount which must be raised in order to take part in the event. As fundraisers, one of our aims is to raise money for charity through providing exciting student-run events.

As such, we look at what minimum sponsorship is reasonable for students to fundraise based on the nature or challenge-level of the event and we then budget accordingly. We also take into consideration things such as the amount of time which may need to be spent planning an event safely or liaising with other organisations (e.g. the police, highways agency) to assess whether an event is feasible to run as a fundraiser.

So we need to make sure that an event is worthwhile running and will raise a decent amount of money for charity weighed up against the time and other costs. This is why we need to set minimum sponsorship amount for participants.

## **27. Why do I need to hand in a guaranteed sponsorship cheque?**

For our larger events such as Spiderwalk, Bummit or some events such as bungee jumps or abseils, we ask participants to hand in a guaranteed sponsorship cheque for the minimum sponsorship amount after they have bought a ticket. We do not cash these cheques but store them securely until after the fundraising deadline.

Participants are given a length of time to fundraise their sponsorship for the event and we provide opportunities to help them do this such as rag raids, street-teams and a fundraising pack. All fundraising conditions, amounts and deadlines are laid out in the event Terms and Conditions which should be read and understood before purchasing a ticket.

If after the fundraising deadline, participants have not raised their minimum sponsorship, we will provide chances for them to top up their money in order to meet the agreed sponsorship amount. In this case, their cheque will be shredded. If after numerous notifications, participants still do not top up their sponsorship, their cheques will be cashed. Collecting minimum sponsorship cheques ensures that money pledged for charity is actually raised and donated, that the event is still feasible as a fundraiser and still fundraises the money we have budgeted for.

## **28. Can RAG support my society or club to run a bar crawl?**

RAG is able to provide support with the fundraising elements of a bar crawl including the loaning of buckets, glow-stick/ merchandise selling and budgeting. However restricted resources mean that RAG are NOT able to provide logistical support such as stewarding.

Societies may still wish to run bar crawls and support can be obtained from the Societies Coordinator, Zoe: [Z.R.Speakman@sheffield.ac.uk](mailto:Z.R.Speakman@sheffield.ac.uk)



**29. Who Can I Contact for More Information?**

RAG Committee: [rag@sheffield.com](mailto:rag@sheffield.com)

Bummit Committee: [bummit@gmail.com](mailto:bummit@gmail.com)

Community Fundraiser Staff post: [L.Simpson@sheffield.ac.uk](mailto:L.Simpson@sheffield.ac.uk) / 0114 222 8546

Fundraising Intern (Societies, Clubs, Individuals, RAG Reps, charities)  
[rag.intern@sheffield.ac.uk](mailto:rag.intern@sheffield.ac.uk) / 0114 222 8545