

FREQUENTLY ASKED QUESTIONS

What is the average age?

It is impossible to give an average age. Charity challenges appeal to people from all age groups. We have taken people from 18 to 80 years old to all corners of the globe. Those aged 16 and 17 are welcome if accompanied by a parent or guardian.

What type of person takes part?

Everyone who signs up for our challenges has two things in common - a sense of adventure and the desire to help those less fortunate. There are people from all walks of life which makes for an interesting and diverse group of fellow participants. Most people who sign up don't know anyone else beforehand but we quite often get friends, couples and groups taking part.

How fit and healthy do I have to be?

You don't have to be super fit to take part and it's not a race. However, the challenges are fairly strenuous therefore you should be of average fitness and enjoy reasonable health. We strongly recommend that you do regular training in the weeks leading up to the event. If you are over 65 - 70 (varies by charity) or suffer from a medical condition that is affected by exercise you must obtain a letter from your doctor. It is essential that the charity and Classic Tours are aware of any medical conditions that may be affected by participating in the event.

How many people take part?

This varies a great deal by charity but an average group is made up of 30 – 40 participants plus staff.

Where will we stay?

We use different types of accommodation (hotels, guest houses, hostels and camping) depending on what's available in the area which is suitable for groups. As these are charity events and not holidays the standard is generally quite basic during the challenge itself with a better quality (normally a 3 star hotel or equivalent) at the end. Rooming is usually twin, triple or quad share although occasionally we use dormitories. In the main accommodation is single sex, sometimes we can make provision for couples but this isn't always possible.

Will I have to carry my luggage?

No, all luggage will be transported in support vehicles unless otherwise stated. Small bum bags are useful for carrying personal items with you.

Do I need specialist kit?

The charity will supply you with a packing list which recommends the type of clothing and equipment you will require. If cycling or horse riding the only essential item is a helmet which must be worn at all times when riding. If trekking a comfortable pair of worn in boots are a must.

What kind of support is there?

There will be full medical back up, mechanical support (if cycling) and English speaking guides. There will also be support vehicles available to ride in, in case, for any reason you are unable to continue.

What's the food like?

The food will be wholesome, tasty and plentiful. It is usually prepared by the local team so we are able to enjoy a variety of local dishes. For example, Morocco - couscous and tagines, China - rice and noodles, India – curries and dhals. There will be snacks and water available on challenge days. If you have a special dietary request please let us know and we will do our best to accommodate it.

Do I need travel insurance?

You must have adequate travel insurance cover in order to participate in any challenge. Most charities allow you to organise this independently as long as your insurance company is aware of the nature of what you are doing and that it is a charity event. Some charities have their own specific policy. Alternatively it can be arranged through Classic Tours.

What does the challenge include?

This varies by challenge / charity but in general the following is included: all transportation (flights, ferry, train, coach etc depending on the event), shared accommodation, full board, water and snacks whilst undertaking the activity, luggage transfer, bikes / horses (if cycling / horse riding) all necessary back-up including support vehicles, Tour Manager, mechanics, doctor or medic and guides.

What is not included in the challenge?

This varies by challenge / charity but in general the following is not included: registration fee (normally under £100 for 1 – 4 day events and £200-£300 for 7 – 10 day events), travel insurance, vaccinations, spending money, visa, tips for local staff, airport taxes and optional tours.

How much spending money will I need to take?

This is entirely up to you and depends on how many souvenirs you want to take home. We suggest around £200 spending money for postcards, sightseeing, drinks, gifts and optional tours.

Can I stay on afterwards?

It is usually possible to stay on after the challenge and the charity will send you details of how to arrange this. If it is an event which involves a flight any extension will depend on airline rules and availability. A charge of £35 is usually payable.

How will I be able to raise the sponsorship money?

Raising funds is often the toughest part of the challenge. However, it is possible to reach and even exceed the sponsorship target as many participants of all ages and from all walks of life have proved. We have included a Fundraising Ideas page to give

you some inspiration. Whichever charity you sign up with will also offer support and pass on invaluable advice from past participants.

What happens if I can't raise the sponsorship money?

All money raised is a charitable donation until you have paid a minimum of 80% of the sponsorship money to the charity – usually 10 weeks before departure. At this point the charity will pass your name to Classic Tours and your place on the event will be confirmed. If you do not raise the required amount you are liable to forfeit your place on the challenge. All sponsorship forms and sponsorship money should then be forwarded to the charity who will return it to your sponsors where requested. You can however make up the shortfall yourself in order to still take part. If you are having problems raising money do let the charity know well before the sponsorship deadline so that they can offer help and advice.

How much of the money I raise will directly help the charity?

By their nature these types of challenge do incur costs for travel, accommodation, food, staff etc. Classic Tours gives the charity a package price per person and the sponsorship level is set accordingly. The charity is obliged to tell you what percentage of your sponsorship money will be used to cover the tour cost – it is usually no more than 50% and often less.

What if my sponsors think my challenge is a holiday?

The challenge of taking part in one of our events starts months before departure due to the fundraising and training involved. Once on the challenge the physical exertion of trekking, cycling, climbing or horse riding for 6 – 8 hours a day is not to be underestimated. This combined with a different culture, climate and basic accommodation means that the experience is often outside most people's comfort zone. However, the personal satisfaction of overcoming these physical and emotional barriers and benefiting your chosen charity is immense.

Are payments for travel arrangements protected?

The air packages shown are ATOL protected where indicated since we hold an Air Travel Organiser's Licence granted by the Civil Aviation Authority. Our ATOL number is 3379. Please see our booking conditions for more information. ATOL protection extends primarily to customers who book and pay in the United Kingdom.

In compliance with the UK Package Travel, Package Holidays and Package Tours Regulations 1992 we have arranged a bond with AITO Trust to protect customers' prepayments paid in respect of the ground handling aspects of packages where the customer is responsible for arranging travel to the destination offered on this website (subject to the terms of the insurance policy), for:

- a refund of such prepayments if customers have not yet travelled, or
- making arrangements to enable the holiday to continue if customers have already travelled in the unlikely event of our financial failure.

