

Welcome to

Global Adventure Challenges!

Hi,

Welcome to Global Adventure Challenges!

You are embarking on an exciting journey and we are here to offer support and encouragement to help you achieve your goals. We will also do everything we can to create an unforgettable experience.

It's a challenge, an adventure; don't spectate - participate, believe you can!

Your Challenge Account Hub

Your account hub is the go-to place for all things associated with your challenge. We strongly recommend that you take some time to familiarise yourself with your account hub and most importantly over the coming months read the information contained. We have briefly summarised below what you can find in your account hub and where you can find it, in addition we have also detailed what we need you to do so we are able to administer your place on the challenge.

Dashboard

This just gives you an overview of the account hub and the different sections contained within it.

Notifications

These detail alerts you need to be aware of such as – when to pay your challenge balance or if we are missing some information off yourself.

My Profile

This is where you submit the personal and medical information needed for us to fully administer your place on the challenge. It is very important that you complete in full both parts of this section (Personal Information & Medical Information) at the earliest opportunity. Please note the system will automatically send reminders every two weeks until all completed.

*If you are not travelling outside of the UK you **don't** need to submit passport details.

****Submitting passport details** – if you have travelled with us before, then we would have asked you to send in a copy of your passport photo page. We no longer require you to do this unless it is requested by a supplier. You now submit your passport details via the account hub, and we use the details submitted, therefore it is very important that you submit the correct information as detailed on your current passport. Please note that you can find your passport's place of issue under the heading 'Authority' on your passport.

Invoices

Does exactly what it says on the tin! This is where you can find your invoice(s) associated with your challenge including any payment schedules, detailing deadline dates for any payments you need to make ahead of your challenge departing.

*If you are a participant who had registered for a challenge before the account hub was launched, then please bear with us as we work through uploading your challenge invoice to your account hub.

My Requests

This is where you can make a request or contact us if needed. You can still contact us via customer.care@globaladventurechallenges.com or on **01244 676454**.

My Challenges

This area of the account hub is broken down into the following sections:

- **Challenge Documents** - this is where we will upload all documents (except for invoices) for your challenge. This includes, but not limited to further information document, Kit lists, training tips (our top tip – start training as soon as possible!), ATOL certificates when applicable, visa information and much closer to departure items such as your final joining instructions and when applicable flight tickets.
- **Event Arrangements** – we will use this section to upload items that may be applicable to your challenge, such as flight or train/Eurostar times, pick up or drop off points and importantly you also use this section to submit any room sharing requests for your challenge.
- **Payment Schedule** – these both provide another way of accessing the areas noted above.
- **Travel and Cycle Insurance** – in this area we have detailed further information on both travel and cycle insurance and affiliate partners that we work with who can offer both. As stated in our booking conditions, it is important that you purchase travel insurance **immediately**, that properly covers not only your participation in the activities you may undertake but also your registration fee should you need to cancel before the event.

That is everything regards your account hub, below are some other reminders/information we wanted to notify you about:

Difficulty

Our policy is to encourage and support as many people as possible to take part in our challenges. But they may not be suitable for all people due to restriction posed by limitation in mobility, physical or cognitive disability, pregnancy, or other various medical conditions. If you have any doubts regarding your suitability for your challenge, please contact our office immediately to speak to one of the team.

Approximate Schedule of Correspondence

Getting ready for an adventure of this kind is exciting. To ensure you know what's happening we will email you periodically in the lead up to your challenge. Below are some approximate timings:

- **16 weeks before departure** – where applicable any travel information updates (flight, ferry, train times etc.) and visa information. Reminders about sponsorship and travel insurance.
- **2 weeks before departure** – we will upload your final joining instructions for your challenge, which includes important travel tips, challenge information, contact number for your challenge leader and if applicable flight tickets.
- **1 week after you have returned** – we will send our online challenge survey, that allows you to tell us what you thought of your challenge.
- **1 week after you have returned** – if you have completed the challenge survey and left your contact details, we will send you a code for 20% off the registration fee of your next challenge.

So that's it for now, you've signed up and you're on your way! We wish you well with your training and fundraising and if you do have any questions about your challenge, please don't hesitate to get in touch.

All the very best from the Global Adventure Challenges Team.

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