

# Frequently Asked Questions (FAQ)



## Registration

### How do I register?

You can register as an individual, join a team, or start a team and gather your friends and family to join the fun! [Click here](#) to get started.

### I registered as an individual, but now I want to join or create a team. What should I do?

[Log in to your personal Sun Raiser page](#). Below the fundraising thermometer on your Sun Run page, click on the yellow box that says, “You are currently fundraising individually. Do you want to create or join a team?”

### Can I register for my friend or family member?

Yes! You can register multiple people at once, but you will need a **unique email address** for each person in order for them to have their own fundraising page. Also, when registering others, be sure to uncheck the box “This registration is for myself” so that your friend will receive the welcome email.

### My friend registered me for the Sun Run. How do I claim my fundraising page?

You should have received an email with a link to complete your registration and claim your fundraising page. Once you log in, you’ll be asked to complete your Sun Run registration and you can edit your page using the black task bar under your profile photo.

### If I register for the event but cannot participate on September 24, can I receive a refund or transfer my registration to another person?

Unfortunately, all registrations are final and registrations cannot be transferred to another participant. Your registration does count as a donation to the hospital, so we thank you for your generosity!

### I work for a local company and want to get my colleagues involved in the Sun Run. How do I get started?

We would be thrilled to have your company participate in the Sun Run. You and your colleagues can [form a team](#)! Also, please contact Scott Adamec at [scott.adamec@ssmhealth.com](mailto:scott.adamec@ssmhealth.com) or 314-239-6137 for more information on becoming an event sponsor.



## Fundraising

### What do the funds raised from the Sun Run benefit?

Funds raised from the Sun Run will benefit the Children's Fund at SSM Health Cardinal Glennon Children's Hospital which supports the greatest needs of the hospital. The Children's Fund has helped us renovate areas of the hospital into child-friendly environments and provided advancements in nuclear medicine and surgery.

### Is there a minimum amount that I am required to fundraise?

There is no minimum (or maximum) to fundraise, but for first-time fundraisers we suggest starting at a goal of \$250. Every single dollar makes a difference in the lives of our patients and their families, and we are so grateful for your support. If you are a Virtual Runner to fundraise only, you will receive an official Sun Run t-shirt when you raise \$150 as a thank you.

### Do you have fundraising materials to help me succeed?

We sure do! Check out our [fundraising tips](#) for more information. You'll find some awesome tips, sample emails, and social media posts. If you have any questions, contact Colleen Dolnick at [colleen.dolnick@ssmhealth.com](mailto:colleen.dolnick@ssmhealth.com) to be connected with a fundraising coach.

### How do I update my fundraising page?

Log in to your personal [Sun Raiser page](#). Below your profile photo, there is a black task bar with options: Updates; Edit Your Page; Donations. The "Updates" tab allows you to post a message on your page that will automatically be sent to all of your supporters. In the "Edit Your Page" tab, you can update your fundraising page title, goal, create a custom URL, upload your profile image, and personalize your story. You can even embed photos and video. The "Donations" tab allows you to track all of your donors.

### How do I track my donations and thank my donors?

When someone donates to your page, you will receive an automated email that says who donated and how much they gave. [Log in to your personal Sun Raiser page](#) to see a list of recent donations on the bottom of your page. Click the "Comment / Thank Donor" link to post a public comment that will be viewable on your wall and generate an automatic email to your donor. You can also send a more heartfelt "thank you" email to your donors in the "Donations" tab. In your donations report, click the "Send message" link in the last column, and choose the "Thank you" template. Additionally, you may want to thank your donors offline with a phone call or a handwritten note.



## Collecting Donations

What if someone prefers to give me a check or cash rather than making an online donation?

Fundraising online is the preferred, fastest, most secure and easiest way to receive donations for the Sun Run. When someone donates online to your page, it will automatically be added to your fundraising total and your supporter receives an email thank you which serves as their tax receipt.



However we know someone may prefer to give you a check or cash rather than make an online donation.

To ensure that offline donations are processed correctly, please follow these instructions:

1. Make all checks payable to “SSM Health Cardinal Glennon Children’s Foundation.”
2. Cash and check donations **MUST** be accompanied with a donation form. This form must be filled out in its entirety in order for the donation to be credited to your page\*. Your supporter will not receive a tax receipt or thank you unless this form is submitted.
3. You may download and print the [Donation Form](#) and mail it with all checks to the address below. **Please do not mail cash.**

SSM Health Cardinal Glennon Children’s Foundation  
Attn: Development Services  
3800 Park Avenue  
St. Louis, MO 63110

4. Alternatively, bring your cash, checks and donation forms to the fundraising booth on race day in an envelope with your full name/team name (if applicable).

\*Once we receive your offline donations and forms please allow a minimum of ten business days for them to appear on your page.



## Race Day Information

### When can I pick up my packet?

Packet Pickup will be available at:

#### **Fleet Feet Des Peres**

11731 Manchester Rd, Des Peres, MO 63131

- Friday, September 22: 11 am – 7 pm
- Saturday, September 23: 11 am – 5 pm

#### **Ballpark Village (Race Day)**

601 Clark Ave, St. Louis, MO 63102

- Sunday, September 24: 7:30 – 9 am

### Can someone else pick up my race packet for me?

Yes, you can have someone else pick up your race packet for you. Please have them bring a copy of your race registration.

### I have a small child. Can I race with a stroller?

In the spirit of family involvement, strollers are permitted. We kindly ask participants with strollers to line up towards the back of the runners and while on the course, allow other racers to pass safely and stay single file.

### Can I bring pets to the race?

We know your pets are considered part of the family, however, we ask that you please leave them at home during the event. Thank you!

### Will there be sufficient aid and medical assistance on the course?

We take the safety of our participants seriously. Water stations and support personnel will be positioned along the course. Plus, our experienced medical team will be stationed at the Start/Finish line. The official race staff is trained to manage any situation that may arise. However, we ask that you help us out by being prepared for the race, so don't forget to train!

