

FAQs

1. Is there any age limit for participants?

- For 9 Hours & 6 Hours group (Male, Female & Mixed), participants must be aged 18 or above.
- For 4 Hours Group (Tertiary institution), participants must be students of tertiary institution.
- For 4 Hours Group (Male, Female, Mixed, Family), participants must be aged 10 or above. Participants aged below 18 are needed an agreement with parents' or guardian's signature and disclaimer; a member aged above 18 is required in the group and one parent/guardian as team member for participants aged below 14.

2. Is the deadline of application by mail and online application the same?

Yes. However, The Samaritan Befrienders Hong Kong (SBHK) may stop accepting application before deadline if seats are full without prior notice.

3. Will there be on-scene application on event day?

No. We will not accept on-scene application on event day.

4. Why are there a maximum number of participants?

Due to the limited space of venues, width of pavements, crowd management and laws to be complied with, we have to set the maximum number of participants for safety reason.

5. How to count the highest fundraising amount?

The deadline for counting highest fundraising awards is 5pm on 4 September 2017 and the sponsorship amount will be counted on a team basis.

6. When will SBHK email the confirmation of competition to participants?

We will send a confirmation email of competition to team leaders if the team has already reached the minimum sponsorship amount. Team leader should inform his / her team members. As there are a lot of participants, all participants should bring the printed email to collect the competition pack in briefing on 1 September 2017.) If team leader does not receive the confirmation email 2 weeks after reaching the minimum sponsorship amount, please call us at 2363 7533 in office hours or email to sunrise@sbhk.org.hk so that we can resend the confirmation email.

7. If any participant of the team cannot join the competition, can his / her friend replace him / her?

If any participant of the team cannot join the competition, his / her friend cannot replace him / her and the team will be disqualified. For those absent participants, his / her submitted sponsorship is non-refundable, but will be counted in the total sponsorship amount of the team.

8. How can I do if there is additional sponsorship after submitting the minimum sponsorship

amount?

After settling the minimum sponsorship amount, we will accept sponsorship until 11:59pm on 30 September 2017.

If you submit the sponsorship through application form, please complete the part of "Sponsorship Form" and choose the form usage "Submitting additional sponsorship" and mail it together with the cheque / bank-in slip to The Samaritan Befrienders Hong Kong.

If you submit sponsorship through online application, please go to the "Sponsorship Page" in the website of "From Darkness to Sunrise" City Orienteering Competition - > "Search Participant / Participating Team" - > Choose Sponsor The Team / Any One Team Member - > Click "Sponsor". After completing the personal information, you can submit the sponsorship through Paypal.

Due to the large number of participants and limited time, we will not accept any sponsorship on event day for safety reason.

9. Can I submit additional sponsorship or sponsors' list on event day?

Due to the large number of participants and limited time, we will not accept any sponsorship or sponsors' list on event day for safety reason.

10. How can the sponsors get their donation receipts? When will the receipts be sent by email? Will SBHK send the receipts to sponsors by email directly?

Donation receipt will be sent to participants and sponsors by email by batch by 31 March 2018.

11. How can I do for the enquiries on donation receipts?

Please call us at 2363 7533 from 10am to 5pm, Monday to Friday (off in Saturday & Sunday) or email to sunrise@sbhk.org.hk.

12. How can I know the latest news of the competition?

We will announce the latest news or amendments on "Latest News" of the competition website.

FAQs for Online Applications

1. When will SBHK email the confirmation of competition to participants?

We will send a confirmation email of competition to team leaders if the team has already reached the minimum sponsorship amount. Please bring the printed email to collect the competition pack in briefing on 1 September 2017.)

2. Can I submit the sponsorship through cheque / direct transfer after online application / settling the application fee (but not the minimum sponsorship amount)?

Yes. Please write down team category, team name and no., name and contact telephone no. of team leader at the back of the cheque / bank-in slip.

3. Does it mean that my entry pass is confirmed after online application (but not settling the

minimum sponsorship amount)?

No. After online application, SBHK will send team leader a confirmation email which includes the information of "Participant Log In" in the website of "From Darkness to Sunrise" City Orienteering Competition. If the participating team reached the minimum sponsorship amount, a confirmation email on competition will be sent to team leader. As seats are limited, application will be treated on a first come first served basis. (That means counting the date of settling the minimum sponsorship amount).

4. How can I do if I haven't received the email of "Participant Logo In"?

After online application, SBHK will send team leader a confirmation email. Please call us at 2363 7533 or email to sunrise@sbhk.org.hk if you haven't received the confirmation email one week after submitting online application.

5. How to invite sponsors?

After online application, SBHK will send team leader a confirmation email which includes the password information of "Participant Log In" in the website of "From Darkness to Sunrise" City Orienteering Competition. Therefore, the team leader can launch online fundraising after completing the information. The team can invite families and friends for sponsorship through this online platform so that they can search the team name and submit sponsorship in "Sponsorship Page".

6. Will every participant receive the email of application information from SBHK?

SBHK will only send the application information to team leader and team leader should inform the team members.

7. How can I do if the online payment is not successful?

Please call at 2363 7533 in office hours or email to sunrise@sbhk.org.hk.

FAQs for the event day

1. How can I do if I need emergency help on event day?

Please call our emergency hotline (printed on the map of participants) or ask for help at the nearest checkpoints if necessary.

2. Will the competition be held due to bad weather? In which means will SBHK announce if the competition is cancelled?

If the competition will be cancelled due to bad weather, we will announce it on "Latest News" of the competition website.

3. Will there be parking spaces provided to participants?

No parking spaces will be provided to participants. Please use public transport to avoid traffic congestion on event day.

4. If I / team member will be late, can I / we still join the competition?

The team can still join the competition if the starting point is not closed. However, we will count the original starting time as the starting time of the team.

5. If one of my team member is absent, can we replace him / her by others?

If any participant of the team cannot join the competition, his / her friend cannot replace him / her and the team will be disqualified. For those absent participants, his / her submitted sponsorship is non-refundable, but will be counted in the total sponsorship amount of the team.

6. If my friend wants to join the competition without submitting application, is there on-scene application (walk-in)?

No. As participants' list is confirmed before competition, we will not accept on-scene application on event day.

7. Will there be baggage storage in the competition?

Yes. Baggage storage starts at 7:30pm at Starting Point on 9 September 2017. The team should tie the baggage and baggage belt of the team members together. We will send the baggage to the finished point and participants can collect them at the finished point immediately.

8. Will SBHK provide any assistance in route?

SBHK will set drink station in checkpoints and first aid depots, their locations will be marked in the map.

9. Will the roads be blocked on event day?

No. Participants should comply with the traffic regulations and don't walk on roads to avoid accidents.

10. How can I do if I quit during the competition? Can I get the certificate?

Participants who intend to quit during the competition must report to the nearest checkpoint. We will record the information of the participant and the team and collect the electronic control card. (Teams cannot compete for Competition Awards if any one of the members quit during the competition.). Participants who finish the route will receive a certificate at the finished point.