**Global 6K for Water FAQs**

### Who is World Vision?

[World Vision](http://www.worldvision.org) is a Christian global humanitarian organization. We are the largest, non-governmental provider of clean water in the developing world, reaching a new person with clean water every 10 seconds! Efforts include innovative projects like building and maintaining wells, solar-powered pumps, pipelines, dams and rain catchments. World Vision’s water projects also focus on improved sanitation and hygiene solutions. This includes building latrines and organizing communities to implement good habits like hand-washing or repairing wells.

### Why water?

Nearly 1,000 children under age 5 die every day from diarrhea caused by contaminated water, poor sanitation, and improper hygiene. But we believe the global water and sanitation crisis can be solved within our lifetimes. That’s why we’re focused on providing clean water and sanitation to every man, woman, and child in every community we work in, including the most vulnerable populations in the hardest-to-reach places.

Why is this event a 6K instead of a 5K?

Six kilometers (or 3.7 miles) is the average distance a person in the developing world must walk to find water that is often unsafe to drink. By participating in this event, you are walking/running that distance so they don’t have to.

How much does it cost to participate?

Your registration of $50 (USD) provides life-changing clean water to one person through World Vision’s water projects. This year, thanks to our generous donors, youth’s (18 and under) registration is $25 (USD). Each child registration will be matched by donors so their registration still provides life-changing clean water to one person.

Can my family participate?

Yes! We encourage families and children to participate in this event together. Children of all ages can register as a participant to walk or run the 6K. If your child is not independently walking/running the 6K (i.e. they’re being carried or pushed in a stroller), they do not need to register. However, if you want a bib, shirt and medal for your child, then registration is required.

I am unable to walk or run. Can I still be a part of this cause?

You sure can! Even if you are unable to walk or run, your registration will still provide clean water to one child. We’ll send you a Global 6K for Water race kit just like everyone else!

Can I take photos and how do I share my experience?

Share your experience with us online! You can use the hashtags #worldvision and #6kforwater to post your photos to social media or email your photos and stories to 6KforWater@worldvision.org. Your tagged photos may be used in our recap video or other World Vision social media post and promotions.

**PARTICIPANTS**

**My shirt is the wrong size, I need a new one.**

> If you’re with a host site, please hold on to your shirt until race day. Your host site leader will have extra shirts on hand for exchanges. This helps us to manage our inventory and ensures that everyone will have a shirt when they sign up. It also reduces waste, so we can be better stewards of our resources.

**My race kit (shirt and bib) never arrived. Can you send me another one?**

> Sure! Let’s figure out what happened to your kit first. Please reach out to Nhu (nphan@worldvision.org) on the 6K team to assist with this.

**How do I submit offline donations?**

> Log in to TWV > go to your Global 6K page > click ‘donations’ on the top of the page > select ‘add offline donation’

**I want to pay for my registration with a check. How can I do that?**

> Please send the check to the following address and include the following information with your name clearly printed, so we can properly process your payment. Then, send an email to 6kforwater@worldvision.org to notify us of your payment, and we’ll send you a promo code so you can register online.

ADDRESS:

World Vision

PO Box 70200

Tacoma, WA 98481-0200

NOTE:

YOUR NAME HERE

Team World Vision check registrations

2018 Global 6K for Water

Source code: 3181391

Designation code: N10002694

**What address should I send check donations to?**

> At the bottom of the donation form that you printed off (see question above), there is the address you should send the donations and the form to.

World Vision

PO Box 70200

Tacoma, WA 98481-0200

> If you aren’t including the Offline Donation form with your check, please include the following information so our offices can properly process the donation:

Team World Vision check donations

2018 Global 6K for Water

Source code: 3181391

Designation code: D10000202

**I signed up for the incorrect site (Premier or Host), could you please correct my registration?**

> If you’re signed up in the Global 6K event but in the wrong team/host site, you can change that yourself.

Log in to TWV > go to your Global 6K page > click ‘Dashboard’ on the top of the page > on the right-hand side bar, in the second box under ‘event information’ > click ‘change team membership’

**Can you move my registration to the correct team?**

[See above]

**I was double charged for my registration, could you please refund this for me?**

Yes, we can. It might take a few business days to be reflected in your records.

**Can I register a family member or a friend?**

> Yes! This is a new feature of our registration process that we’re really excited about!

Log in to TWV > go to your Global 6K page > click ‘Dashboard’ on the top of the page > on the right-hand side bar, in the first box under ‘your fundraising’ > click ‘register another participant’

**I lost my bib number, can I still sponsor the child that was on my bib?**

> Of course! Please contact Lou (lrunyan@worldvision.org) on the 6K team and she will send you more information about the child on your bib and how to sponsor.

**HOST SITE LEADERS**

**I haven’t received my launch kit; where is it?**

> Sorry about the delay! Let’s figure out what happened to it. Please contact Lou (lrunyan@worldvision.org) on the 6K team and she will help you.

**How do I get insurance/permit for my event?**

> Please reach out to Nhu (nphan@worldvision.org) on the 6K team and she will get the process started for you.

**What will I receive?**

> For your race weekend, you will receive the following items as a host site leader by May 18th:

* Medals for your participants + extra
* Extra shirts for exchange
* “I sponsored” stickers for people to put on their bib if they sponsor the child on their bib

You will also receive the following items for your sponsorship table if your host site has 20+ people:

* 2 sponsorship foam boards with easels
* Water bottles to give out to only people who sponsor the child on their bib
* Response devices for people who want to sponsor the child on their bib but don’t have their kid’s sponsorship folder

**What are the host site reward levels?**

> The incentive levels are based on both your team’s fundraising and participant numbers, whichever is higher:

$25 = $1,000 raised or 20 team members

$50 = $2,500 raised or 50 team members

$100 = $5,000 raised or 100 team members

$175 = $10,000 raised or 200 team members

$225 = $25,000 raised or 300 team members

$350 = $50,000 raised or 1,000 team members

And don’t forget, you will be notified of your credits on March 4th, April 4th and May 4th. You can use your credit on the 6K store as you get it or save it to use all at once! You have to use your credit by May 7th to make sure you receive the goodies before race day.

You can also find this listed on page 11 in your planning guide.

**Where can I find online resources?**

> resources.worldvision6k.org

**How do I see the roster for my event?**

> Log in to TWV > go to your Global 6K page > click ‘Dashboard’ on the top of the page > choose ‘your team fundraising’ view instead of the default ‘your fundraising’ view > on the right-hand side bar under the second box ‘your team’ > click ‘view your team’

**I don’t have enough medals for my host site, can I get more?**

> First, we’re sorry about that. To have enough time to process and ship the orders of medals for your host site, we took the number of participants you had on April 30th and increased it by 10%...which means you did an awesome job of recruiting these past few days/weeks – keep up the good work! On the same day (April 30th), we started including medals in all participant race kits, to make sure that everyone who is walking/running the 6K has a medal. That said, we suggest you ask your participants who received a medal in their kit to bring it to race day. That way, you can crown them when they cross the finish line.

**Where should I send the filled-out sponsorship folders?**

> There should have been an envelope with a prepaid return label on it in one of your sponsorship boxes. Please use that to return all completed sponsorship forms. Your race kit also included a prepaid envelope for your individual sponsorship form.

If you can’t find either, please send your completed sponsorship forms to the following address:

**World Vision**

**PO Box 70005**

**Tacoma, WA 98471-0005**

**How do I register runners that show up on the day-of the event?**

> You can print out onsite registration forms from the resources page, as well as temporary bibs for onsite registrants. Once you return the forms and we reach out to them for payment information, the day-of registrants will receive their materials (shirt, medal and unique bib) in the mail.