



How can we help?

How do I register?

We've tried to make it as easy as possible – simply go to the website and click on register here – it will direct you to a form to complete that should only take a minute or two www.chestnut-tree-house/castle-night-trek. Alternatively call the supporter care team on 01903 871820

Can I walk in a team?

We will ask for your team name on the registration form, if you have completed your registration and not advised us on the form, it's not too late to let us know, it's just so we can ensure you start the trek together

I've seen your Covid promise – what does this mean?

If Castle Night Trek is cancelled due to coronavirus, you will be notified and offered an alternative date, if available, or a full refund in line with our [Covid Promise](#)

If you are unable to attend because of government restrictions in place due to coronavirus, please email events@chestnut-tree-house.org.uk at the earliest opportunity to discuss further

My friend wants to join our team

Absolutely no problem,. Just give them your team name and when they the register they can choose 'team' and enter your team name.

What does it cost?

Registration is only £25 per person. The registration fee only covers the cost of Chestnut Tree House putting the event on, your fundraising brings a whole day of giggles in the sensory room, exploring in the woodland walk and having lots of fun in the music room.

When do I need to register by?

We close registrations on 1 May 2022 be quick - you don't want to miss out!

What is included in my registration fee?

- A safe and memorable trek run by event professionals
- Water stops
- Medal
- Chestnut Tree House t-shirt
- Bubbly at the finish line

When is my booking confirmed?

A booking is confirmed when you receive a confirmation email. If you think you have made a booking and have not received an email please contact us at events@chestnut-tree-house.org.uk and we can help.

Can I cancel my place?

Yes - we will be sorry that you are not joining us. However please bear in mind that the registration fee is non-refundable

Is parking available?

Yes - Herstmonceux Castle has free parking and with an option of an overflow car park – we will contact you closer to the event to confirm which car park you need to park in

Are there lockers to leave things at Herstmonceux Castle?

Unfortunately there will be nowhere secure to leave any possessions, please either leave them in your car or bring them with you

How long will the trek take?

The 10k trek is expected to take between 2 and 3 hours to complete. Remember, it will be dark and it is not a race.

Is there a minimum age?

Yes - you need to be 14 years or older at the date of the event 14.05.2022

Will I be safe?

Castle Night Trek's event team are extremely experienced and we have put procedures in place for any emergencies. Our marshals will be there to help all participants as you pass through the checkpoints.

Chestnut Tree House places the utmost importance on the health and safety of our participants, volunteers and staff at all times.

Where will I be trekking?

The terrain is essentially flat with grass, mud tracks and woodland paths, with some gentle slopes. Please be aware of trip hazards in the dark – walking shoes and a torch are essential

How fit do I need to be?

The 10k route consists of hardstanding, woodland, fields and tracks of varied terrain. If you are relatively fit we believe that you will not require any particular endurance training.

What items do I need to bring with me?

To get the most out of the trek, we recommend you bring a head torch, or alternatively be creative with lighting, you may wish to bring a water bottle. We will provide you with a map of the route and some refreshments along the way. We recommend boots or trainers – definitely not slippers!

Do I need any special clothing?

We recommend walking boots; it maybe muddy and uneven ground. If you need some help with what to choose look out for our hints and tips on our Facebook event page. Be prepared for any weather too - it could be clear, rainy, windy, warm or cold or a mixture of all of them! You will enjoy the trek more if your clothes keep you warm and comfortable

Why is it important to stay on the trails?

Chestnut Tree House are very privileged to have been given access by Herstmonceux Castle to land that is usually untouched by walkers – therefore there is no need to stray off course and doing so could mean you are unsupported by the event.

I love dogs

Yes we do too, they are welcome to join us as long as they are on a lead for the whole time. Also, please remember to bring poop bags!

What time can I arrive?

You will be notified of your arrival time closer to the event, please look at for email from the events team at Chestnut Tree House.

I haven't fundraised before – will I be supported

Doing Castle Night Trek is a great way for you to help local children and their families. Any money you raise helps make a difference and we are here for you every step of the way to make it a great success. After you have registered we will email you a helpful fundraising pack to get you started, with guides on how to set up your [Justgiving page](#), an A-Z of fundraising ideas. We can send you collection boxes and we have lots of years of fundraising experience to help you! Our webpage will be packed with ideas too, visit www.chestnut-tree-house.org.uk/castle-night-trek

Can I hand in my sponsor money on the night?

Unfortunately we do not have the facilities to take money on the night, however we want to hear about how well you have done in raising your sponsorship money. We will give you a call occasionally to check in and see how you are doing.

After the event please return your hard earned donations by cheque to Chestnut Tree House Freepost RSL-CHXE-CGZR, remember to include your name, please make your cheque out to 'Chestnut Tree House' if you wish to hand in any cash please contact us by email or telephone events@chestnut-tree-house.org.uk 01903 871820 to arrange.

Alternatively call us and pay over the phone –or pay by BACS reference of: **(CTHCAS22YOURNAME)** to account no: 70574790 Sort code: 60-03-38 Natwest bank. So we can start putting the money to good use, it would be fantastic if all the money raised is returned by 30 June 2022.

Can I gift aid my donation?

If you can ask all your sponsors to gift aid their donation by ticking the box on the sponsor form, this will help Chestnut Tree House raise an extra 25p for every £1 you are sponsored.

You haven't answered my question

No problem! For any other queries you have please call 01903 871820, or email events@chestnut-tree-house.org.uk. We forward to talking to you about Castle Night Trek!