



MCF 2027 FESTIVAL TOOLKIT

TK13 – WHAT IF THINGS GO WRONG (Formerly Where Is My Jewel?)

Introduction

The response to the Festival Appeal has been truly overwhelming and all those involved in the organisation and administration are exceptionally grateful, not just to those who have donated, but also the Charity Stewards, Visiting Officers, AVCs and others who have supported and promoted the Festival. As of 30th June 2022

- More than **4000** brethren have made donations to the Hampshire and Isle of Wight 2027 MCF Festival by Just Giving, Regular Payment Plans, Gift Aid envelopes, text donations, Relief Chest transfer, etc
- Over **2000** brethren have qualified as Festival Stewards
- **70** brethren have qualified as a Vice Patron, Patron or Grand Patron.

What Happens Behind The Scenes?

1. Donations to the Festival are recorded and administered on the MCF IMPACT system, which in turn takes information from the UGLE ADELPHI system.
2. Both these systems are updated on a monthly basis, which takes 3-5 days at month end. Thereafter, a report is available which contains details of most donations made during the previous month. Donations made towards the end of a month, may not appear on the MCF report for another 6 weeks, possibly more
3. Checks are carried out to identify any errors in the data or corrections that are required before further processing can begin
4. Within a few days, every brother who has qualified as a Festival Steward during the previous month is identified and the list independently verified by the Senior Festival Executive
5. The qualifying brethren are then sent an email or letter inviting them to apply for a jewel by paying £10 to the Festival Account (***This is a Hampshire & Isle of Wight account – not the MCF***)
6. The bank statements are checked for payments every 7 - 10 days to confirm payments
7. A list of those due to receive a jewel is sent to the Festival Jewel distribution team who post the jewels by Royal Mail within 24 hours.
8. Bars to be added to jewels for those qualifying as a Vice Patron, Patron or Grand Patron are sent out usually in the second week of the month. These are free of charge.

I still do not have my JEWEL!!!!

The Festival Team recognise that, having made generous donations, brethren want to receive their jewels as soon as possible. Every effort is made to process them quickly but sometimes things go wrong, despite everyone's best efforts

- A donation made via Just Giving has not been allocated to a brother because the 'box' was not ticked (See the You Tube Video)
- The bank took longer than expected to process the transaction
- The amount pledged does not reach the £500 (excluding Gift Aid Tax Relief)
- The lodge number or account details have been transposed
- The transfer has been made from the Lodge Relief Chest, but not yet allocated to individual brethren
- The brother has not received the email or it is in his Junk Folder

What Do I Do To Get It Resolved?

- Your first point of contact is the lodge Charity Steward
- The lodge Charity Steward will refer it to the relevant Area Festival Chairman if necessary
- The Area Festival Chairman has a direct line into the Festival Executive Support who try to respond to all requests within 24 hours.
- If the donation cannot be found or query cannot be answered, the Festival Executive Support engage with MCF Support Team, who usually reply within 24 – 48 hours
- **PLEASE** provide as much detail as possible, **ideally the Just Giving notification**. For Direct Debits, the bank details along with amounts & dates.

What Can I Do To Prevent Problems?

- Make sure you enter your details correctly and check them. Ideally please provide your full name, including middle names, so you can easily be identified
- If you are not sure of anything, please ask. There is no such thing as a stupid question!!
- Your lodge Charity Steward and AFC are there to help you and should be able to answer your questions

And finally

THANK YOU

- For reading this document
- For your generous donations and your support in making the Festival a success
- For your understanding that the process does take a certain amount of time.
- We would like you to get your jewel as soon as possible and endeavour to keep moving things along as quickly as we can

USEFUL CONTACTS

Area Festival Chairmen

North Central

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FESTIVAL AMBASSADORS

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