

How do I get a refund?

If you change your mind after you have made the donation and want a refund then contact the Treasurer. He/she will need the date, approximate time and amount of the donation and the last 4 digits of the card used.

What will I see on my bank statement?

The precise description of the transaction on bank statements varies depending upon your bank but all indicate that the money was paid to SumUp. SumUp handles the payment transaction on behalf of All Saints' Laleham PCC.

How much will the administration of my donation cost?

SumUp charge All Saints' Laleham 1.1p for every £1 given by debit card and 1.3p for every £1 given by credit card. SumUp will have to pay some of their fee to Visa, Mastercard etc. All Saints' Laleham benefits from a discount negotiated by the Church of England.

Who will know about my donation?

No one in All Saints' Laleham knows who made a donation by card unless you add Gift Aid for a card donation. When you add Gift Aid the Finance and Administration team will know how much you have given so that they can make the claim to HMRC.

How secure is my personal information and my card details?

All Saints' Laleham uses Give A Little, SumUp and Data Developments to process and store your information. Each company is compliant with General Data Protection Regulation (GDPR) and the Payment Card Industry Data Security Standard (PCI-DSS).

Might I get infected by touching the same screen as many other people?

It is recommended to wash your hands or use hand hygiene gel to reduce the risk of transmission.

What is Gift Aid?

Gift Aid is UK Government scheme to help charities by allowing them to claim back the basic-rate income tax that donors have already paid on their gifts. This means that charities like All Saints' can claim an extra 25p for every £1 given under the Gift Aid scheme. The Gift Aid scheme requires donors to declare that they have paid sufficient income tax and give their name and residential address. To help charities further and reduce red tape, HMRC introduced the Gift Aid Small Donation Scheme which allows All Saints' Laleham to claim an extra 25p for every £1 given in cash or by card providing the amount is no more than £30 and the donation is made anonymously. So, it is only worth registering for Gift Aid if you are going to give more than £30 at a time.

How do I add Gift Aid?

If you want to make donations of more than £30 and you pay sufficient income tax then it would help the All Saints' Laleham greatly if you were to add Gift Aid. You can do this by completing a Gift Aid Declaration on the CollecTin when you make your first donation. You only need to do this once for each card because Give A Little remembers the association between the card and you. Please ask the Treasurer or a warden to help you because it will be necessary to switch the CollecTin out of Quick Mode when you make your donation. Normally we operate the CollecTin in Quick Mode to skip the option to add Gift Aid and thereby simplify and speed up operation. However, enabling Quick Mode is simple and we would be glad to do it for you!