Headway UK
Big Give Christmas Challenge FAQs

When is the Big Give Christmas Challenge this year?
The Big Give Christmas Challenge runs **from midday on Tuesday 1 December until midday on Tuesday 8 December**. Only donations made during this period are eligible for match funding.

Where do I make my donation?
To have your donation doubled, please donate via Headway UK's Big Give campaign page at **www.headway.org.uk/big-give** during the campaign period.

What methods can I use to make my donation?
The Big Give platform payments processor is Stripe and they require donations to be made online using a debit/credit card and Apple Pay and Google Pay. The following card types are accepted: Mastercard / Visa / Maestro / Switch / Solo / Delta / American Express. Big Give now also accept donations via BACs, more information can be found here: https://biggive.org/donation-funds/

Can I Gift Aid my donation?
Yes. If you are a UK taxpayer and eligible for Gift Aid, you can add this during the donation process. However, Gift Aid is not matched.

Will there be any fees on my donation?
Each donation made on the platform is subject to a small processing fee.
From 1 July 2026, processing fees are:

Payment method	Payment method country	Fee (exclusive of VAT)
Visa, Mastercard, or any credit or debit card **except** American Express	UK	1.9% of donation + 25p
	EU	
	Rest of world	3.2% of donation + 25p
Donation Funds (BACS bank transfer) and Pay by Bank	UK	1.5% of donation + 25p
American Express debit or credit card	Any country	3.2% of donation + 25p

All amounts are rounded up or down to the nearest penny.

Big Give applies payment processing fees and may invite donors to make a voluntary contribution towards running the platform. This contribution is optional.

Headway – the brain injury association is registered with the Charity Commission for England and Wales [Charity No. 1025852] and the Office of the Scottish Charity Regulator [Charity No. SC 039992]. Headway – the brain injury association is a company limited by guarantee registered in England [No. 2346893].

What will appear on my bank statement?
Your bank statement will show a Big Give reference associated with your donation.

How is my donation doubled?
Donations are matched using a dedicated match funding pot secured by Headway UK and campaign partners. A donor will be told if matching funds are available or not when they make a donation. If so, the funds are reserved for 25 minutes to complete the donation. If the donation is not completed in time, the matching funds are released back into the charity's matching pot.

What happens if the match funding pot runs out?
You can still donate to Headway UK, but your donation may no longer be eligible for match funding.

How will my donation be used?
Funds raised will help Headway UK continue providing information, support and services for brain injury survivors, families and carers, including the nurse-led Helpline. Any donations made to Headway after the matching pot is exhausted will not be doubled, they count as extra, unmatched and unrestricted donations to the campaign.

Can I donate before or after the campaign?
Yes, but only donations made through the Big Give platform during the campaign period can be matched.

How else can I support the campaign?
By sharing the campaign with friends, family, colleagues and on social media, you can help us reach more supporters and maximise matched donations.

Who can I contact if I need help?
For technical queries about donating, please contact Big Give. For questions about Headway UK's campaign, please contact **Emma McCreesh, Individual Giving Fundraiser** by emailing **emma.mccreesh@headway.org.uk** or call **0115 695 0377**