

Women's & Children's Hospital Foundation

Free Activity Pack - FAQ

1. I have commented on the Facebook ad/post with my mailing address and a request to get the activity pack, but I don't know if this request was received. How do I get the pack?

Thank you for your interest in our activity pack. In order to get your pack, you need to complete the registration form by visiting wchfoundation.org.au/activity-pack

2. Why do you need my mobile number, why can't I just give you my address?

Thank you so much for your interest in our activity pack. The reason we ask for your phone number is because we would love to be able to contact you in the future to keep you updated on information about the Foundation. It is also a measure that ensures we can get in touch with you in case we have a problem with your postal address. We want to make sure that everyone that orders a pack gets one!

3. Can I just come into your office and pick one up?

Thank you so much for your interest in our activity pack. We are sorry but we are not giving these packs out via our office as the activity packs are stored at our mailing house. You can register for your pack by visiting wchfoundation.org.au/activity-pack and one will be mailed out to you.

4. I have registered for my pack. What happens now/How long will it take?

Thank you so much for registering for your activity pack! You should have received an email confirming your registration details. If you received this registration email your pack should arrive to you within the next 14 days depending on the mail.

We'll be in contact with you in the next few weeks to make sure your pack arrived. If you didn't receive your registration email please check your spam folder or send an email to play@wchfoundation.org.au

5. I have not received my pack yet. When will I be receiving it?

We hope that most orders should arrive to people within 14 business days, however, this is dependent on Australian post times. If it has been longer than 20 days from the day you received your confirmation email, than please send an email to play@wchfoundation.org.au

6. Can I order more than one pack?

Thank you for your interest in the activity pack! Due to the high demand we are limiting packs to one per household.

7. Why is the pack only available in SA and NT. If I live outside of these states would I be able to order a guide?

We are sorry, due to the limited availability of these packs we had to keep this to those people living within SA and NT.

8. Why do I need to provide my date of birth?

We ask for your date of birth as evidence that you are over 18.