

FREQUENTLY ASKED QUESTIONS



St Barnabas

40
YEARS

FOREVER
IN OUR
HEARTS

Thank you for supporting the St Barnabas Hospice Forever in our Hearts Appeal. Hopefully we can answer all your questions below, if not please get in touch with the team by calling 01522 540 300 or emailing supporter.care@stbarnabashospice.co.uk

How do I order my heart?

Some people may have received information including an order form in the post, if this is you then simply complete the form and post back to the hospice fundraising office using the freepost envelope, also included in the mailing. Alternatively, you can order your heart online here: stbarnabashospice.co.uk/foreverhearts

How much does a heart cost?

The recommended donation amount for a heart is £35.54, this equates to 1 hour's specialist inpatient care at the hospice.

If you are a UK taxpayer you can boost your donation further, with no added cost to yourself, simply complete the gift aid declaration on the order form – Thank you.

Can I order more than one heart?

Of course, you can remember as many loved ones as you like and donate for several hearts if you wish.

How can I personalise my heart?

Our beautiful ironwork hearts will be hand stamped with your loved one's name by the talented blacksmith from the Old Smithy.

There is space for 2 lines on a single heart;

A top line for first name/s and a second line for surname. The top line has a 12-character limit and due to the natural shape of the heart, the second line is slightly shorter with 10 characters available.

'&' and '-' can be included, please note a 'space' between names will count towards the character count.

Can I have 2 names on one heart?

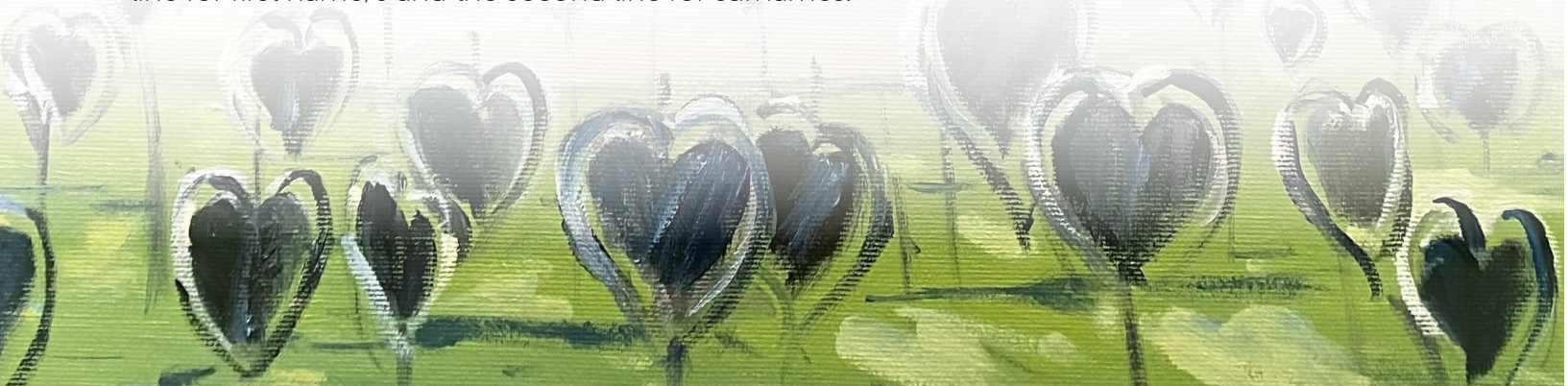
If sharing the same surname, you can fit 2 short names on the top line but you must still stick within the character limits. For example:

Top line- John & Mary (11 characters including '&' and 2 spaces between names)

Bottom line- Whitehall (9 characters)

Can I include my loved one's relationship to me within the personalisation?

Unfortunately due to; the natural shape of the heart, the volume of hearts due to be personalised and the alphabetical nature of the display we are limited to 2 lines of personalisation - the top line for first name/s and the second line for surnames.





What if I don't want to personalise my heart?

If you would like to leave your heart blank you can do so.

How big is the heart and what is it made of?

The hearts are handmade in Lincolnshire by a blacksmith. The hearts are made of iron, they are coated in a special varnish sourced from Greece which gives them a subtle shine. They measure 95cm high and 18cm at the widest point of the heart.

When is the cut off for orders?

For hearts being included in the display you must place your order before the 20th March. This is to give the Black Smith time to personalise all the hearts before April. After this date you can still order a heart, but these will not be included in the display, these will be made during and after the display with collections taking place in June.

Will my heart be included in the display at the Deans Green, Lincoln Cathedral in April?

If you have ordered your heart before the 20th March it will be included in the display. Any orders placed after the 20th March will be made during and after the display at the blacksmiths, we hope all of these hearts will be ready to collect by June 2022.

How do I access the display and where can I park?

The Deans Green is located within the grounds of Lincoln Cathedral. It is located on the north side of the cathedral, alongside Eastgate.

The Deans Green is free to visit, it is also home to the Lincoln Cathedral Café which you can find more info on here - <https://www.facebook.com/Lincoln-Cathedral-Cafe-112512994399474/>

Information regarding location and transport can be found here - <https://lincolncathedral.com/visit-us/map-directions/>

When is the display open to visit?

Saturday 2nd April	9am – 5pm
Sunday 3rd April	10am – 4pm
Monday 4th April – Saturday 9th April	9am – 5pm
Sunday 10th April	10am – 4pm
Monday 11th – Thursday	9am – 5pm
Friday 15th April (Good Friday)	CLOSED
Saturday 16th April	9am – 5pm
Sunday 17th April – Monday 18th April*	10am – 4pm

*People will be invited to start taking their hearts home on the 17th and 18th April so we would recommend that people come and see the display prior to these dates to see the display in full.

Will members of the St Barnabas Hospice team be with the Hearts during the display?

There will be several St Barnabas Hospice volunteers manning the display. Come and talk to us about what we do, how you can access our services or ways you can get involved to support the hospice.

If you would like to volunteer at the display, please email holly.eyre@stbarnabashospice.co.uk before the 20th March 2022.



What are the Lights at Night Displays, when do they run and how do I book?

Lights at Night is a symbolic light display to illuminate the personalised hearts situated in the Cathedral grounds. Each session will feature fitting pieces of music as you walk the paths of the Dean's Green, the hearts dedicated to those being remembered will be illuminated, with the beautiful backdrop of the Cathedral also lit in this stunning display.

Tickets are limited, with several slots available to book on Friday 1st, Saturday 2nd and Sunday 3rd April between 7pm and 9pm. To Book follow: www.stbarnabashospice.co.uk/events/lightsatnight

How do I collect my heart?

If ordering before the 20th March we have a couple of collection options which will be available: Sunday 17th April or Monday 18th April 2022, 11am - 4pm from the Deans Green, Lincoln Cathedral.

Wednesday 20th April 2022, 12pm - 8pm from St Barnabas Hospice, 12 Cardinal Close, Lincoln, LN2 4SY

What do I need to bring with me to collect my heart?

To collect your heart, you MUST bring written confirmation of your order. This will have been posted to you when you initially ordered your heart. If you need a copy of this confirmation sending again, please contact us on 01522 540 300.

Can I collect someone else's heart on their behalf?

Yes, if you have their printed confirmation letter. You will be unable to pick up their heart without this confirmation letter.

I can no longer collect my heart on the date I selected, what should I do?

Please get in touch with the team by calling 01522 540 300 or emailing supporter.care@stbarnabashospice.co.uk to inform us so we can arrange an alternative collection date.

I ordered my heart after the 20th March, when is my collection date?

Hearts not included in the display will be hand made by the blacksmith during April and May, we hope to have these all completed come June 2022 and will be in touch with you via email or letter when they are ready to collect.

Will you offer a postage option, or will I be able to collect from my local charity shop?

We will be keeping the hearts as collection only (from the Cathedral or Lincoln Fundraising Office). This is due to the financial and logistical issues posed by postage of these bespoke items.