FAQ's

Why is regular giving important?

Regular donations are essential to St. Mary's Hospice, helping us to provide support, care and hope for local people and those who love them.
St. Mary's services are free of charge to our community but they are not free to provide. It costs over £3.2 million each year to keep St. Mary's running. With 18% of our finding from the NHS the rest comes directly from our wonderful community. Without your help we couldn't provide the care we do.

I make a regular donation: how can I change the amount, the bank details, or cancel?

Please contact our Helpdesk on 0370 034 0160 standard rate calls (Mon to Fri 9am to 5pm) or email clare.shields@stmaryshospice.org.uk

How do I donate by post?

For more info on how to donate by post, contact clare.shields@stmaryshospice.org.uk or call 01229 580305 (open 9.00am to 5.00pm, Monday to Friday)

How do I change my contact preferences?

Please email us with any changes clare.shields@stmaryshospice.org.uk

What is Gift Aid?

Give your donation a Gift Aid boost! If you sign up we can claim 25p of every £1 you donate.

If you are a UK tax payer, using Gift Aid means that we can reclaim the tax you have paid from HMRC, helping to make your donation go even further. It doesn't cost you a thing

Please notify us if you:

want to cancel this declaration, change your name or home address, no longer pay sufficient tax on your income and/or capital gains

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

How do I give feedback or make a complaint?

We always welcome feedback, so please contact St. Mary's Hospice 01229 580305 (Mon to Fri 9am to 5pm) or email clare.shields@stmaryshospice.org.uk.

What do you do with my personal information when I make a donation?

We value your support and promise to keep your data safe see our privacy policy for more information.