

# Southern Area Hospice Memory Tree

## Frequently Asked Questions



### **What can I put on my leaf?**

The name of your loved one who you wish to remember on the tree as long as it does not exceed 30 characters, including spaces. If your dedication is unsuitable for display, we will contact you to discuss this.

### **How long will my leaf be displayed on the tree for?**

Your leaf will be displayed on the tree for one year after which time you will be contacted by the Hospice Fundraising team and given the opportunity to have the leaf removed and presented to you in a special keepsake box to treasure forever or you can decide to renew your leaf for another 12 months.

### **What happens if the tree is full?**

There is a limit of 300 leaves on the Memory Tree at any one time. In the event the tree is full at the time your form is received your leaf will be added when the next space becomes available. You will be notified in this event.

### **When does the period of time begin?**

The period begins on the date your leaf is first displayed.

### **What happens if the name is spelt incorrectly?**

The name engraved on your leaf will appear exactly as you have entered it on the dedication form, so please check the spelling carefully. If we have made a mistake we will ensure that the spelling is corrected and the leaf is replaced. The period will begin again from the first date the correct leaf is displayed.

### **Can I choose where my leaf goes on the tree?**

No. A member of the Southern Area Hospice team will decide the location and dates of installation of all leaves on The Memory Tree.

### **What if I change my mind?**

As the payment you have made is a donation, Southern Area Hospice Services is unable to refund either all or part of it.

### **I have just donated money to the Hospice. Can I transfer this to the Memory Tree?**

Any donation for a leaf is in addition to any funds already received. We cannot backdate donations to dedicate a leaf.

### **Can I only dedicate a leaf to a loved one who has died in the Hospice?**

No, not at all. It may be a family member who died at the Hospice, or a friend who has had nothing to do with our care. They may have died recently or a long time ago. These leaves remain a wonderful tribute to those lives we want to remember and celebrate.

### **What happens if the Hospice needs to move the Memory Tree?**

In exceptional circumstances we may need to move the Memory Tree. We will move or relocate the Memory Tree to another appropriate site within the Hospice premises and inform you of where it has been moved to.

### **Can I donate more money to have my leaf on the tree for longer than a year?**

No. Each leaf costs £100 and will stay on the tree for one year after which time you will be contacted and offered the opportunity to renew at the cost of £100 once again. If in the first year you donate more than the £100 required for the leaf it will be treated as a donation to the Hospice. We are not able to transfer any extra money to the following year's leaf subscription should you decide to renew the leaf.

For any queries please contact our Fundraising Office on 028 3025 1333 or email [byrneb@southernareahospiceservices.org](mailto:byrneb@southernareahospiceservices.org).

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