

# 麥當勞 兒童愛心馬拉松<sup>®</sup> 2018

## McDonald's<sup>®</sup> Kidathon 2018

### 網上報名常見問題 FAQ about Online Registration

#### 1. 網上報名參加程序？

請於報名限期前登入「麥當勞兒童愛心馬拉松<sup>®</sup>2018」官方網頁，填妥報名表格，並仔細閱讀重要事項、聲明、條款及細則以及關於收集和使用個人資料通知，最後透過信用卡付款平台捐款。報名獲接納後，系統會即時顯示確認號碼，並將「參加者確認電郵」傳送至參加者提供的電郵地址。

##### How can one apply for the “Family Fun Run”?

To apply, complete the official Entry Form on McDonald's<sup>®</sup> Kidathon 2018 website; carefully read the Important Notes, Declaration, Terms and Conditions, and Notice on Collection and Use of Personal Data set forth in the form; and make your donation via the available credit card payment platforms before the application deadline. Once your application is successfully processed, our system will generate a confirmation number and send a “Participant's Confirmation Email” to the email address provided by you.

#### 2. 如果我想參加的時段滿額了，應該怎麼辦？

「親子組」合共7,500個名額，平均分配於「親子組」3個時段，每個時段各2,500個名額，先到先得，額滿即止。當某一時段額滿時，系統會將該選項關閉，請報名人士選擇其他時段。

##### What if my preferred session is full?

There will be a total of 7,500 participants for the “Family Fun Run”, with a maximum of 2,500 participants for each of the three sessions. Places will be allocated on a first-come, first-served basis. The system will indicate which sessions are full. You will not be able to select a session that is full and will be asked to select another available session.

#### 3. 怎樣確認我的報名成功？

報名獲接納後，系統會即時顯示確認號碼，並將「參加者確認電郵」傳送至參加者提供的電郵地址。一般情況下，參加者會在成功報名後數日內收到大會發出之「參加者確認電郵」，如未有收到確認電郵，請與我們聯絡：

查詢熱線 2880 7465 / 電郵 [kidathon@hk.mcd.com](mailto:kidathon@hk.mcd.com)

熱線服務時間：星期一至五 上午9:30至下午6:30，星期六 上午9:00至下午1:00（公眾假期除外）

##### How will I know if my application is successful?

Once your application is successfully processed, our system will generate a confirmation number and send a “Participant's Confirmation Email” to the email address provided by you. If you do not receive the “Participant's Confirmation Email”,

please contact us via our hotline: 2880 7465 / E-mail: [kidathon@hk.mcd.com](mailto:kidathon@hk.mcd.com)

Hotline available from Monday to Friday 9:30am – 6:30pm, Saturday 9:00am – 1:00pm (except public holidays)

#### 4. 於網上報名後收不到確認電郵，應該怎麼辦？

一般情況下，參加者會在成功報名後數日內收到大會發出之「參加者確認電郵」，如未有收到確認電郵，請與我們聯絡：

查詢熱線 2880 7465 / 電郵 [kidathon@hk.mcd.com](mailto:kidathon@hk.mcd.com)

熱線服務時間：星期一至五 上午9:30至下午6:30，星期六 上午9:00至下午1:00（公眾假期除外）

#### What if I do not receive a confirmation email after registering online?

Once your application is successfully processed, our system will generate a confirmation number and send a "Participant's Confirmation Email" to the email address provided by you within a few days. If you do not receive the "Participant's Confirmation Email",

please contact us via our hotline: 2880 7465 / E-mail: [kidathon@hk.mcd.com](mailto:kidathon@hk.mcd.com)

Hotline available from Monday to Friday 9:30am – 6:30pm, Saturday 9:00am – 1:00pm (except public holidays)

#### 5. 於網上捐款時，系統出現錯誤訊息，應該怎麼辦？

請與我們聯絡：

查詢熱線 2880 7465 / 電郵 [kidathon@hk.mcd.com](mailto:kidathon@hk.mcd.com)

熱線服務時間：星期一至五 上午9:30至下午6:30，星期六 上午9:00至下午1:00（公眾假期除外）

#### What if an error message pops up while I am making my donation online?

Please contact us via our hotline: 2880 7465 / E-mail: [kidathon@hk.mcd.com](mailto:kidathon@hk.mcd.com)

Hotline available from Monday to Friday 9:30am – 6:30pm, Saturday 9:00am – 1:00pm (except public holidays)

#### 6. 於網上報名時，系統顯示「報名時間超過限制」，應該怎麼辦？

如果報名時間超過限制，請重新報名。

#### What should I do if I experience system timeout during the online registration process?

If you experience system timeout during the online registration process, please try again.

