Armistice Programme – FAQs

Congratulations on being selected for our Armistice and Armed Forces Communities Programme award. We’ve put together some FAQs so you have all the information you need to run your event. If you have a question not answered below, please email [enquiries@tbnt.org.uk](mailto:enquiries@tbnt.org.uk) or give us a call on **0300 303 3837**.

* Your application outcome
* I have not been successful – can I appeal against my decision, or request further feedback?

*We regret that we are unable to provide any further feedback on decisions for this programme, and there is no appeal process.*

* Changes to your original application
* I want to make a change to the number of silhouettes I have requested *Unfortunately we cannot make any amendments to the number of silhouettes you have asked for due to production timings.*
* I want to make a change to the date/venue or the event I have planned

*You can make any of these changes provided you ensure the date of your event is between 1st October and 30th November. You do not need to inform us of these changes.*

* Delivery
* How long can I expect to wait for my silhouettes to be delivered?

*These silhouettes will be delivered between the dates provided in your confirmation email. If you have any issues with delivery, please contact* [*enquiries@tbnt.org.uk*](mailto:enquiries@tbnt.org.uk)*.*

* Can I change the address I wish to have them delivered to?

*The addresses provided during application will be those used for delivery. If this needs to be changed in an emergency situation only, please contact* [*enquiries@tbnt.org.uk*](mailto:enquiries@tbnt.org.uk)

* Will I be advised of a time/date for delivery?

*You will receive an email informing you of the expected date of delivery two days in advance.*

* What do I do if the wrong number of silhouettes are delivered, or they arrive damaged?

*In case of either of the above please contact* [*enquiries@tbnt.org.uk*](mailto:enquiries@tbnt.org.uk) *to ask for this to be remedied.*

* What do I do if my silhouettes do not arrive in time?

*If you have not received your silhouettes by 5th September please contact* [*enquiries@tbnt.org.uk*](mailto:enquiries@tbnt.org.uk) *so we can resolve any issues.*

* Your Event
* I am no longer able to hold my event: what do I do?

*In the unlikely situation that you are unable to hold your event as planned, we would like you to work with others to try to ensure a community event can take place. Remember it can be small. Please email* [*remembering@covenantfund.org.uk*](mailto:remembering@covenantfund.org.uk) *to advise us further if this cannot be arranged.*

* Should I have Public Liability and Event Insurance for my event?

*We recommend seeking advice for this from your venue.*

* I want to change my event idea from what I suggested in my application. Do I have to let you know?

*As long as you still intend to involve members of the wider armed forces community and civilian groups, and your event falls between 1 October and 30 November you do not need to tell us of any changes.*

* Who are the Armed Forces Community? How can I encourage a good attendance from them at my event?

*The Armed Forces community consists of both serving and veterans, as well as their families. Getting in touch and publicising your event with your local Armed Forces bases (including reservists), Armed Forces charities, as well as schools and community organisations that include members of the Armed Forces community will help to gain attendance.*

* Can I charge an admittance?

*No admittance fee can be charged.*

* What information will I need to provide about the event once it has taken place?

*We will ask you to complete an online Award Monitoring Form with details of your event including photos/press/media links. Please do not post us any paper/disk reports or videos.*

* What if my event is to be held before October/November?

*As a condition of the award the silhouettes should be displayed during the Armistice period, however you may use them any time after they have been delivered.*

* Displaying your silhouettes
* Can I have my silhouettes on display outside?

*Yes, they can be displayed outside however it is not recommended that the silhouettes are kept outside for very long periods of time as the Perspex can wear and become discoloured.*

* Can I have my silhouettes on display all year around?

*Yes – especially during Armistice period. We also encourage them to be re-used every year.*

* Can I decorate the silhouettes or have them engraved?

*Yes – provided it is in a respectful and relevant way and due consideration is given. There are also name blocks available for purchase on the Remembered website if you would like to add names to silhouettes:* [*https://shop.therebutnotthere.org.uk/collections/all-products/products/name-blocks-1*](https://shop.therebutnotthere.org.uk/collections/all-products/products/name-blocks-1)

* How do I install the silhouettes?

*Remembered will send you instructions on this.*

* Storing your silhouettes
* Do the silhouettes need to be stored in a certain way?

*There is no specific way however the silhouettes must be stored considerately and safely. They have individual covers to keep them in which will prevent them gathering dust or scratching.*

* What do I do with the silhouettes if I cannot store them, no longer wish to keep them or if our organisation ceases?

*We would highly encourage you to give them to another non-profit organisation who can make use of them. If this is not possible then please contact your local council for appropriate recycling.*

* Can I sell the silhouettes?

*No.*

* Can I give the silhouettes away?

*You may give them to another non-profit organisation who can make use of them, however not to any profit-making company.*