

FREQUENTLY ASKED QUESTIONS | SEPTEMBER 29, 2018

What if it rains?

NAMI Walks Austin continues rain or shine! If there is lightning, we reserve the right to delay or cancel the Walk. Due to various constraints, there is no alternate date scheduled in case of inclement weather.

Is there a fee to walk?

There is no registration fee, but we encourage every Walker to raise at least \$100 so they can proudly wear a 2018 NAMI Walks commemorative t-shirt! All Walkers who raise \$100 or more will receive a t-shirt.



Can I donate at the Walk?

Yes. Donations of cash, check and credit card will be accepted at the Registration Tent. You can also donate through our website namiwalks.org/austin.

Where exactly is the walk start/finish line?

The Walk site is at The Long Center, 701 W. Riverside Drive. The start/finish line is directly in front of the Long Center.

Where can I park?

You have two parking options on Walk Day. Parking at [One Texas Center](#) is \$5 per car and only about a block away. Parking in the parking garage at the [Long Center and Palmer Auditorium](#) is \$8 per car. Please note: it's easier to enter The Long Center/Palmer parking garage from Barton Springs Dr.

Where do I go when I arrive?

If you are...

- **Walking as an individual** and you have not registered online, please register at the Registration Tent.
- **Already registered online, are part of a Walk team, do not have any donations to turn in**, check in with your Team Captain.
- **Team Captain**, please check in at the Team Captain Tent, turn in any donations, and pick up t-shirts for those team members who raised \$100 or more.
- **Volunteer**, please go directly to the Volunteer Check-in table.

We encourage Teams to have a designated spot to meet when they arrive such as the Family or Paws Tent, near the stage or on the terrace of the Long Center.

Where do I Register and Check-in?

The Registration Tent is open early at 7:30 a.m. for Walkers not already registered online and for making donations. All Walkers must be registered and sign the Release and Waiver of Liability.

I raised at least \$100. How do I get my t-shirt?

Congratulations and thank you! If you are on a Team, your Team Captain will have your t-shirt. Individual Walkers, not on a team, can pick up t-shirts at the Team Captain Tent.

I have earned a NAMIWalks gift. Will I get it at the Walk?

No, you will have an additional 30 days after Walk day to fundraise. At that time, you will receive an email inviting you to “order” your gift. The item will be mailed directly to you. [See the great gifts you can earn.](#)

Where are the restrooms?

Restrooms are inside the Long Center.

Is this a good event for my kids?

Absolutely! NAMIWalks is a family-friendly event and features a Family Fun Tent featuring games, prizes and more. We encourage you to bring the entire family, no matter the age. Strollers welcome.

May I bring my dog?

Yes, the Walk is a dog-friendly event! Please keep a few things in mind. You must keep your furry friends leashed at all times. Our Paws Pet Paradise Tent will have water, treats, pet waste bags, and information booths for our four-legged Walkers, courtesy of your favorite local Austin pet vendors. **TAKE NOTE:** pets are not allowed on the Long Center Terrace or other concrete areas of the Long Center. Water will be available for pups and people at the Capitol Water Station.

What is the Walk Route?

This 5k walk begins at the Long Center and travels north to the Texas State Capitol. We will pass in front of the capitol steps and return along the same route.

If you cannot walk the entire route you can stop anywhere along Congress Avenue and wait for the Walkers to rejoin you. We will also have pedicabs following the walk to ensure everyone has a fun and safe walk.

Will there be any refreshments?

Thanks to HEB and Zone Perfect Nutrition Bars, free water and granola bars will be available at the Walk site. The Long Center will be selling coffee, juice, breakfast tacos and pastries for \$3 each and will accept both cash and credit card.

What is the program for Walk Day?

You can expect a fun morning with music, fun activities for every age and inspiring speakers.

What should I do if I need support during the event?

We understand that Walk Day can be an emotional time for many of our participants. If at any point you feel overwhelmed and would like to talk to someone, anyone in a yellow volunteer shirt can lead you to the Peer Support area (located inside the Long Center Lobby), where you can visit with a Peer Support Counselor.

Can I still donate after the Walk?

Yes, we will continue to take donations for 60 days after the Walk. We encourage you to keep fundraising after the Walk and be sure to follow-up with those who did not yet donate! It is never too late to ask.

Where do I send donations after today?

You can visit our Walk website at namiwalks.org/austin or you can mail donations (payable to NAMI Austin) to the address below.

Still have questions? Email your questions to christina.schneider@namiaustin.org