Dear [backer],

Thank you for your offer to support our crowdfunding campaign on Spacehive, [Project x].

It is now vitally important to the success of our campaign that this pledge is made through the Spacehive platform using one of its payment providers, PayPal or GoCardless [delete as appropriate].

Spacehive uses an online all-or-nothing crowdfunding model, which means that all pledges to our project must be made through its platform in order to contribute towards our campaign target. Each pledge is set up as a pre-authorised payment, meaning that it will only become available to us if we hit our target. Your donation is therefore protected in the event that we do not reach our crowdfunding target, as your pledge will be cancelled and the project will not go ahead.

Spacehive is unable to facilitate donations that are made outside of its platform. We therefore ask that the support you are offering us be made in the form of a pledge on our crowdfunding page in order to ensure that we can reach our fundraising goal and deliver our project.

Please find below a step-by-step guide, which explains the pledging process below:

**Step 1 - Start making the pledge**

Head to [your project’s Spacehive URL] and click the yellow “Back this project” button.

**Step 2 - Specify the value of your pledge**

Type in the value of your pledge [£X] and then click the blue “Back it!” button. If you wish for your funding to remain anonymous, please make sure you check the box to specify this.

**Step 3 - Sign up to Spacehive**

You will then be taken to a page where you can sign up for a Spacehive account so that you can make this pledge securely. Please note that the name that you sign up with is how your pledge will appear on our project page (unless you are remaining anonymous).

**Step 4 - Choose between GoCardless or PayPal** [delete as appropriate]

We recommend using GoCardless/PayPal to make your pledge to our project. Your pledge will set up a one-off direct-debit payment, which will only ever be taken if and when we hit our crowdfunding target.

If you get stuck at any point, please contact support@spacehive.com and they’ll be on hand to help you out.

Thank you very much for your support!

Regards,

[Your name]