



The Wish: Step By Step

Give Kids The World Village is an 89-acre, whimsical nonprofit resort in Central Florida that provides critically ill children and their families with magical weeklong wish vacations at no cost. Children between the ages of three and 18 from around the world whose wishes are granted through a partnering wish-granting organization are provided with an all-inclusive experience that includes transportation; accommodations; donated theme park tickets; all meals and snacks; nightly entertainment; daily gifts; and more.

Our wish guide was created to provide wish-granting partners with comprehensive information that will assist in creating wishes that spread joy, renew optimism, and inspire hope for families who need it most. Additional resources can be found on our website at www.gktw.org.

We look forward to working together to create life-changing moments and unforgettable memories for the families you serve.



Darren Gray
Senior Director of Mission Delivery



Give Kids The World Village Vacation Package

For each wish reservation, Give Kids The World Village charges the partnering wish-granting organization a support fee.



GKTW Village Accommodations

Included in support fee

- Comfortable villa (*approximately 1,400 sq. ft.*)
 - 158 villas – 2 bedroom/2 bathroom
 - 8 villas – 3 bedroom/2 bathroom
- Kitchen with full-size refrigerator, stove top range, dishwasher, microwave, coffee pot, coffee, blender, tea kettle and other kitchen supplies
- Washer/dryer inside the villa with detergent
- Two televisions with HD cable access and DVD player
- Wireless WiFi access
- Two phones
- Iron/ironing board
- Hair dryer
- Accessible bathroom facilities and Jacuzzi tub
- Pull-out couch and murphy bed
- Linens and towels
- Bedrails
- Vacuum cleaner
- Length of Stay: 5 to 6 nights for domestic families and 6 or 7 nights for international families and those traveling from Alaska and Hawaii
- There are some connecting villas to accommodate families with over eight complimentary participants. A double villa will be reflected in your confirmation and pre-assigned at Give Kids The World Village.

Off-Property Accommodations *An additional fee will be charged to the foundation; please reach out to the GKTW Village Vacation Planning Department for prices and more details.*

Village Dining





Included in support fee

A meal card will be given to the wish family to provide one option for each meal per day for approved participants. Additional complimentary food and beverage is available and does not require the use of the meal card. Visitors may purchase a meal in Café Clayton with credit card only.

- Complimentary breakfast, lunch and dinner
- Ice Cream – see hours below
- Pizza Buffet or Delivery (daily for lunch and dinner)
- Noah's Nook (daily for snacks from 12pm - 9pm)
- Dietary requirements and requests may be discussed with the manager of Café Clayton.



Meal options may vary during periods of the year.

				
<p>Breakfast Buffet 8 – 10 a.m.</p>	<p>Closed</p>	<p>Closed</p>	<p>Ice Cream All Day Long! 7:30 – 9:30 p.m.</p>	<p>Breakfast</p>
<p>Closed</p>	<p>Lunch 11 a.m. – 4 p.m.</p>	<p>Lunch 11 a.m. – 2 p.m.</p> <p>Delivery Available Dial 4262</p>	<ul style="list-style-type: none"> • Milkshakes • Sundaes • Banana Splits • Cones • Drinks • Dairy Free Options 	<p>Lunch</p>
<p>Dinner Buffet 6 – 8 p.m.</p>	<p>Dinner 4 – 8 p.m.</p>	<p>Dinner 6 – 8 p.m.</p> <p>Delivery Available 6 – 10 p.m. Dial 4262</p>		<p>Dinner</p>



Village Venues & Fun

Included in support fee

Give Kids The World Village hosts several venues for family enjoyment. A complete description can be found in the Village Guide, provided to the families at check-in, on our GKTW Village website and through our smartphone app.



Amberville Train Station – Interactive entertainment area with game room, model trains, remote control boats, kid-size/wheelchair accessible train ride, wheelchair accessible flying bike ride and wheelchair accessible swing attraction.



Marc's Dino Putt – 7-hole miniature golf course accessible to all. Families can download a scorecard app to their mobile device.



Julie's Safari Theatre – Venue for Village events and movies.



Audrey's Pool Area – Peaceful pool area, towels provided.

Village Venues & Fun

Continued



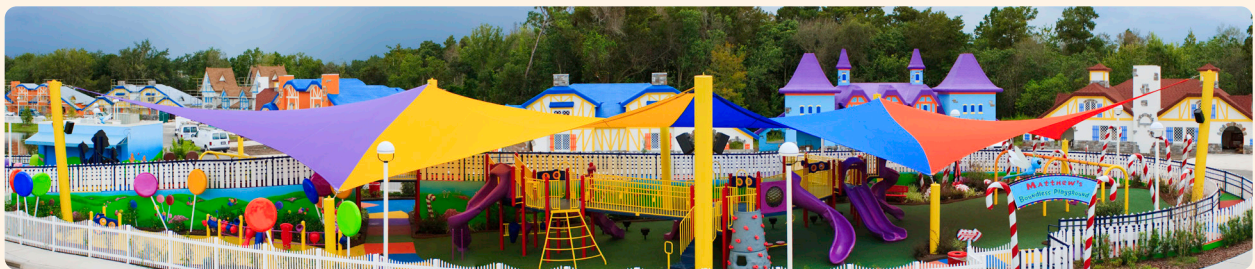
Towne Hall – Home to Café Clayton, The Hopping Place, The Peppermint Table and administrative offices. Towne Hall serves delicious food and family-friendly entertainment seven days a week.



Castle of Miracles – Home of the Star Fairy, Pillow Tree, and the Enchanted Carousel.



Twinkle Hope's Rockin' Spa and G.I. Joe Gym – Kids get rock star nails and airbrush tattoos, while adults can get in a work out.



Matthew's Boundless Playground – CANDY LAND themed playground built for children of all abilities.



Park of Dreams Pool Area – Luxury pool area with zero-depth entry, splash pad play area, surf photo op, and Serendipity pirate ship stage for entertainment events; also includes snack bar, towels, lockers, changing areas and water-friendly wheelchairs.

Transportation

MEARS SHUTTLE RESERVATIONS

407.423.5566

FAMILY NAME: Mayor Clayton
DATES: 3/4/19-3/10/19

TOTAL NUMBER IN PARTY: 4

CHECK APPROPRIATE BOX: XXX WITH OUT LIFT WITH LIFT

DATE	AM PICKUP	DESTINATION	PM PICKUP	PM PICKUP CONFIRMATION #
3/5/19	8:45 AM	Magic Kingdom	6:30 PM	12345678
3/6/19	8:45 AM	Hollywood Studios	4:50 PM	23456789
3/7/19	8:45 AM	Animal Kingdom	6:00 PM	34567890
3/8/19	10:15 AM	Universal	6:15 PM	45678901
3/9/19	10:15 AM	Sea World	5:10 PM	56789012

PICK UP LOCATIONS:

Magic Kingdom	Bus Lane C4
EPCOT	Bus Lanes 25 & 26
Hollywood Studios	Bus Lane 62
Animal Kingdom	Bus Lanes 1 & 2
Universal Studios	Bus Lanes 91-99 (odd numbers only)
Sea World	Canopy near the taxi stands

AIRPORT PICKUP INFORMATION:

DATE	FLIGHT INFORMATION	PICKUP TIME	CONFIRMATION #
3/10/2019	Airline: Southwest Flight #: 1111 Departure Time: 3:12 pm Domestic	12:05 PM	01234567

MEARS Transportation – While operated by Mears, this shuttle service is provided by Give Kids The World Village for comped wish participants. These families do not have use of a rental vehicle and are accommodated by one round trip to/from Orlando International Airport and daily to/from Disney, Universal and SeaWorld. Lift shuttles are available. A specific schedule is arranged for each family and procedures are reviewed during check-in. See sample schedule on the left. If you wish to include non-comped participants in the shuttle transportation, please let your GKTW Village Vacation Planner know. GKTW will bill back a flat rate for the week for non-comped participants using the Mears shuttle service.

Please note: there is a fee for families requiring MEARS shuttle services to/from Orlando Sanford International Airport. Estimated charges will be provided by your Village Vacation Planner. There is no charge for service between Orlando International Airport and

GKTW Village.

National Car Rental - This car rental company provides from full-size to 15 passenger vehicles. The rental vehicle is arranged by the Village Vacation Planner at Give Kids The World Village prior to the family's arrival. Vehicles are picked up and returned to the location at the Orlando International Airport or Orlando Sanford International Airport. (If the family is driving to GKTW from home and you'd like to provide a vehicle through National Car Rental, arrangements can be made for pick up/drop off in your area at any National/Enterprise location in the continental US. Contact your Village Vacation Planner for details.) Rental agreement includes refueling, insurance and car seats. Drivers must have a valid driver's license and be at least 21 years old. Drivers of the 15 passenger vans must be 25 years old. Car insurance is not required, but additional insurance may be purchased for those drivers without medical insurance. Additional days may be requested with an additional charge. Families extending on their own can arrange to keep their vehicle at their expense. The National Car Rental agreement is available upon request.

Wheelchair Accessible Van – Mobility Works is the preferred provider. Your Village Vacation Planner will facilitate this reservation for you. Drivers are required to provide proof of personal auto insurance.

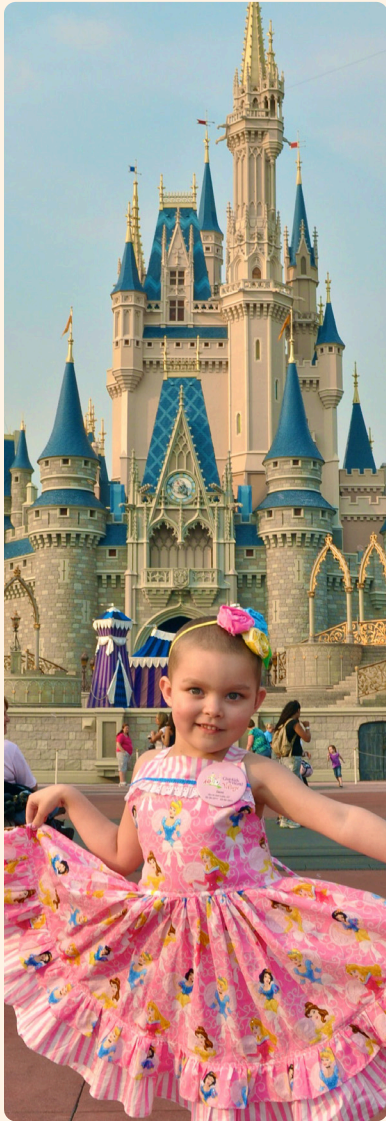
Foundations are at the liberty to reserve car rental vehicles for wish reservations at their own expense. Please share reservation information with Village Vacation Planning Services and allow us to assist the family upon arrival.

Recommendation for families utilizing MEARS Transportation: For the ease and convenience of the wish family, it is recommended that you provide additional funds for families to use on cab fare. If you'd prefer, GKTW's Manager on Duty can also assist with booking cabs on our MEARS account. The cost of these bookings will be billed back to your wish-granting organization through GKTW's monthly statement. For families staying off property, it will be more convenient to have a rental car.



Theme Park Tickets

Included in support fee



Give Kids The World Village Button & Guest Assistance

Each wish child receives a special button and guest assistance passes from Give Kids The World Village. With each participating theme park, these can be used for various benefits including alternate entrances for the rides at Walt Disney World, Universal Orlando and SeaWorld Orlando. Families are not guaranteed front of the line access, but are able to expedite the attractions at a much quicker pace than other park guests. This option is provided to ensure the best experience at the theme parks. Neither the button nor the guest assistance passes are accepted for shows, character greetings, restaurants and food & beverage lines. For full details on the use of the GKTW button, Wishes Pass and Guest Assistance Pass, please refer to the pre-arrival section of the website or through our smart phone app

Complimentary theme park tickets are provided to approved wish participants. The following tickets are provided to each family:

Walt Disney World – 3-day park hopper tickets to be utilized across all four WDW parks (Magic Kingdom, Epcot, Disney’s Hollywood Studios and Disney’s Animal Kingdom). Other benefits: Wishes Pass for all approved participants, free parking, free single stroller/wheelchair rental, access to Wish and VIP lounge and special gift of Disney’s Memory Maker. With Memory Maker, photos can be downloaded as soon as they are available in the My Disney Experience profile, either through Disneyworld.com/PhotoPass or the My Disney Experience mobile app.

Universal Orlando Resort – 2-day park hopper tickets to be utilized across both Islands of Adventure and Universal Studios. Other benefits: Guest Assistance Pass for all approved participants, free parking, free stroller/wheelchair rental and Colorvision Photo Connect Star Card allowing free digital downloads of photos taken at select Universal Studios and Islands of Adventure locations.

SeaWorld Orlando – 1-day park ticket with free parking, free single stroller/wheelchair rental, free tray of fish food for stingrays and sea lions and photo voucher for all photos.

Other theme park and attraction tickets available to families (*may vary on season*). A complete listing is available in the Village Guide.

Aquatica, SeaWorld’s Waterpark
Busch Gardens Tampa
Kennedy Space Center
Gatorland
Pirate’s Island Adventure Golf
Boggy Creek Airboat Rides
LEGOLAND Florida
Clearwater Marine Aquarium
Pioneer Museum

Discounted theater includes:
Medieval Times

Full details are available in the Village Guide, on our pre-arrival website and through our smartphone app.

Non-complimentary (approved) participants will not be able to purchase or receive tickets through Give Kids The World Village. This should be discussed and arranged prior to arriving at Give Kids The World Village.



Parking

While standard parking is complimentary at the major theme parks, handicap parking will not be provided without a handicap placard. Families must bring their placard used at home. One cannot be provided during their stay. Families receive a GKTW Village parking pass at check-in for Village parking.

Memory Market



Give Kids The World Village offers Memory Market, open daily from 8 a.m. – 9 p.m., for guests to utilize for any of the following services:

- Gift Shop to purchase GKTW Village souvenirs
- Camera use with digital download through Smug Mug

Guest Services

From pre-arrival to departure, the GKTW Village Guest Operations team is here to ensure every family has a safe, secure, and quality experience. You can expect the following for your wish family:

Pre-arrival

- **Call** from GKTW Guest Experience Team to wish family 10-14 days prior to their arrival.
- **Website** available at anytime for you and your wish family to review: www.gktw.org/families.
- **Videos** available on the pre-arrival site.

Arrival

- **GKTW Airport Greeter** (volunteer) to meet the family at the Orlando International Airport, Orlando Sanford International Airport and Kissimmee Train Station.
- **Personal check-in** to review Village offerings and theme park tickets.
- **GKTW App** available for iPhone and Android.

Stay

- **24-hour Guest Services** at the House of Hearts to answer any questions and to assist with urgent situations and emergencies.
- **Manager on Duty** (24 hours/day) to assist the foundation and the family with providing a quality experience for every guest.
- **Mid-arrival phone call** to ensure family experience is outstanding.
- **Daily Gifts** delivered to villa.
- **Personal check-out** the day of departure for every family.
- **Follow up** from Give Kids The World Village management on any items that fell short of a perfect experience.



Give Kids The World Village Reservations Process

Wish Eligibility



Give Kids The World Village appreciates and understands that each wish-granting organization has a unique mission that may serve children and families outside of those eligible for the GTKW Village vacation experience. The following guidelines are set forth by Give Kids The World Village and the partnering theme parks.

- The “wish” is a once in a lifetime experience. Children who have been granted a wish previously are not eligible for this wish.
- The wish child must be between the ages of three and eighteen years old. Exceptions must be submitted in writing to Give Kids The World Village management for approval.
- The wish child must be diagnosed with a life-threatening and/or terminal illness as determined by an attending physician. Documentation is required.

Wish Family Dynamics

Give Kids The World Village intends to create a family experience for the wish child and his/her family. Dynamics are unique to each family and should be reviewed carefully when determining who is participating on the wish. These situations and any special needs must be communicated to Village Vacation Planning and/or Give Kids The World Village management. See the wish participants outline for review of complimentary and non-complimentary participants.

- **Split Wish** – This is a wish experience where two biological parents will share the wish with the child at separate times, during the same week. Examples include divorced or unmarried parents. Ticket distribution and accommodations may be customized for these wishes.
- **Share Wish** – This is a wish that hosts two wish children in the family at the same time. Give Kids The World will strive to create unique and special experiences for both children.
- **Double Wish** – This is two wishes back to back in the same family. GKTW Village will treat each wish separately, but the family may stay in the same villa if requested. The GKTW Village housekeeping team will refresh at the beginning of new wish and family will receive an additional set of tickets on the first day of the new wish.
- **Service animals** are considered participants on the wish and cannot be left unattended in the villa.
- **Interpreters/Nurses/Caregivers/Medical Assistants** – These individuals are considered essential to the wish and are approved as complimentary participants. Please see next section to review guidelines around these special participants.
- **Extended relatives (grandparents/aunts/uncles/cousins), neighbors, friends and other participants** must be approved by the wish-granting organization and Give Kids The World Village management. Typically, these guests will be non-complimentary status.

Wish Participants

Give Kids The World Village graciously receives donated theme park tickets from the Central Florida attractions and the Compassion Partners program. There are very specific guidelines for ticket distribution and Give Kids The World Village adheres to them. Any exceptions to the guidelines must be approved by respective individuals of authority.

Complimentary Wish Participants

These participants receive complimentary theme park admission to all tickets that apply (including Walt Disney World, Universal Orlando, SeaWorld Orlando).



- **Wish Child**
- **Two Adults (e.g. parents/guardians)** – If the wish consists of a single parent and children, the parent may invite a second adult on the wish to assist.
- **Siblings to the wish child** – Adult siblings who live in the wish child's home can also receive complimentary tickets.
- **Best Friend** – If the wish child does not have a sibling to bring on the wish, he/she may choose a best friend to accompany the family. All requests must be submitted to Give Kids The World management for approval and must also be approved by the foundation.
- **Nurses/Caregivers** – Ordered by physician. Supporting documentation will be required.
- **Interpreters** – Determined by the wish-granting organization. If the quality of a wish is in question due to language barrier, a recommendation for an interpreter will be made by Give Kids The World management to the wish-granting organization.

Non-complimentary Wish Participants

These participants are included on the wish and may enjoy all that Give Kids The World Village has to offer (including meals), but complimentary theme park tickets are not included. A wish-granting organization may or may not include airfare, tickets, or spending money. It is best to have this clearly outlined for the wish family to prevent any confusion.

Non-complimentary participants must be approved by both the wish-granting organization and Give Kids The World Village management.

- A double villa will not be provided to accommodate non-complimentary participants.
- A larger vehicle (or second vehicle) will not be provided to accommodate non-complimentary participants. For the convenience of the wish-granting organization and wish family, a larger vehicle may be arranged by Village Vacation Planning, but an additional fee will be applied to the support fee. Shuttle transportation through Mears can be provided for an additional fee.
- Non-complimentary participants are included in the Wishes Pass and Guest Assistance Pass.

Special Participants

Interpreters

To ensure the safety and quality of a wish child's experience, interpreters are strongly encouraged for families who are not fluent in English. Navigating the theme parks, traffic, and local destinations can be a daunting and intimidating experience.

- Interpreters may be hired through a third party. GKTW partners with two local companies—Corazon Communications and LTC Language Solutions. Contact GKTW Village Vacation Planning to discuss options, pricing, booking and billing.
- An interpreter may be sent with the family as a wish participant (e.g. Aunt travels with family to serve as an interpreter). An interpreter should be at least 18 years old and have the ability to speak fluent English.
- Interpreters may not bring guests/visitors/children as participants — the intention of the interpreter is to provide full attention to the family and provide the best possible wish experience.

If a family declines or does not desire an interpreter and does not speak fluent English, it is imperative to provide this information to Give Kids The World Village. Although, GKTW Village may have bi-lingual employees and volunteers, we cannot guarantee that someone will be on duty to properly assist the family. *Please give GKTW Village the opportunity to present the best service experience to the family.*

Nurses, Caregivers & Medical Assistants

Often a wish child (or family member) requires medical care during the wish. These participants are included in tickets providing it is part of their "work" schedule. Tickets are intended for use while the care provider is on duty with the family visiting the parks.

- Supporting documentation is required to approve these care providers as complimentary wish participants.
- A defined schedule should also be included with the family itinerary and copied to Village Vacation Planning and/or the Manager on Duty at GKTW Village. This will allow appropriate ticket distribution.
- Care providers may not bring guests/visitors/children as participants. The intention of the provider is to give full attention to the child/patient and provide the safest possible wish experience.

Wish Family Visitors & Non-Participants



Give Kids The World Village warmly welcomes extended family and friends of wish families to visit during the wish experience. They are known as non-participants and are not included in any complimentary services from the theme parks or Village. Visitors must sign in at the House of Hearts, follow guidelines, and purchase any meals at Café Clayton.

- Visitors may not stay overnight and are kindly asked to leave by 11:30 p.m.
- Visitors are issued a parking pass and logged by Guest Services.
- Vehicles must be parked in designated parking areas and not on the street in front of the villa.
- Visitors are not permitted to enjoy Village venues and facilities when wish family is not present.

Wish-Granting Organization Portal Site

GKTW Village maintains an online portal site for all wish-granting organizations. The site can be accessed at

<https://connect.gktw.org:4433>.

The site is secured and requires a unique log in and password for each user in order to create and manage reservations on behalf of the wish-granting organization.

Obtain Log In Credentials – Each wish-granting organization staff member using the portal site should have a unique log in. In order to obtain a log in for staff members, email the following to Darreng@gktw.org:

- Organization/Chapter name
- Organization's TA# (assigned by GKTW Village)
- User's first & last name
- User's email address

Check Availability – You can check GKTW's room availability in real time by entering the preferred dates and then clicking the arrow under "Check."

Message From Darren – Updated monthly with news related to GKTW Village and Central Florida's theme parks.

Create Wish – Once you have determined the dates of a wish, click "Create Wish," complete the online form and then "Send Wish."

Reschedule Wish – In this section you can schedule a previously cancelled wish

Update Wish – In this section, you can update a guaranteed family's flight information, profile (contact information) and upload forms.

Update Foundation – Click to view statements and view Real Time Wish Billing. Our Real Time Wish Billing feature shows all outstanding wish invoices for your chapter.

Wish Status

- **Forms Status** – Click to view all guaranteed wishes in a table showing what forms have been received by GKTW Village and what is still required.
- **Guaranteed Wishes** – Click to see a complete list of all guaranteed upcoming reservations for your WGO.
- **Families Checked In** – Click to view a list of all families from your WGO currently checked in at GKTW Village.
- **Families Checking In** – Click to generate a list of families from your WGO who are still due to check in on that day.
- **Families Checking Out** – Click to generate a list of families from your WGO who are still due to check out on that day.
- **WGO Information** – Click to access GKTW’s Wish-Granting Organization website for valuable resources.
- **Pre-Arrival Information** – Click to access GKTW’s Family Pre-Arrival website.
- **Upcoming Webinar Dates** – GKTW Village provides ongoing education for wish-granting organization staff and volunteers. List of upcoming webinar dates, times and topics provided here, along with registration information.

Making a Reservation

Once you have determined a wish child and their family will be visiting Give Kids The World Village for their wish, you can begin the reservation process on the WGO Portal Site (<https://connect.gktw.org:4433>). This site is secured and requires a username and password to create and manage reservations for your chapter. Please see page 15 for instructions on obtaining log in credentials.

- 1. Create Wish** – Once you have determined the dates of a wish, go to “Create Wish,” complete the online form, and “Send Wish.” This wish will be confirmed via email within 2 business days by Village Vacation Planning. If you do not receive an email confirmation within 2 business days, Please reach out to GKTW Village Vacation Planning as soon as possible so that we can ensure the wish was received correctly. Keep in mind Village Vacation Planning is closed over the weekends and American holidays. In the event Village Vacation Planning is closed and you are processing a Rush Wish, submit through the online reservation system and contact Give Kids The World’s Manager on Duty immediately. Your wish will be processed at that time.
- 2. Support Fee** – There is a support fee of \$1000 charged to the wish-granting organization per wish reservation. This will appear on Real Time Wish Billing and the monthly statement.
- 3. Transportation** - Village Vacation Planning is pleased to set up the following transportation services.
 - a. Mears** provides pick-up/drop-off from the Orlando International Airport as well as one round trip (daily) to the theme parks for comped wish participants. For a fee, shuttle transportation is also available for non-comped wish participants and for wish families arriving to Orlando Sanford International Airport. *See sample schedule on page 9.*
 - b. National Car Rental** is our primary rental service. We are pleased to extend our contracted rates inclusive of insurance, re-fueling and car seats. The actual cost of vehicle is reflected on Real Time Wish Billing and the monthly statement received by your foundation.
 - c. Mobility Works** is our preferred provider of wheelchair accessible vans. The actual cost of the vehicle is reflected on Real Time Wish Billing and the monthly statement received by your foundation.

4. Wish Documentation – Once a wish is submitted and confirmed, you may submit all necessary documentation through the online reservation system. Go to “Update Wish” and “Upload Forms” to upload necessary forms and documentation. All uploaded documents must be in .pdf format. Your Village Vacation Planning will notify you of any outstanding forms/documentation needed for wish.

5. Reservation Confirmation – Your Village Vacation Planner will send you a reservation confirmation that includes: GKTW confirmation number, arrival/departure dates, participant listing (including complimentary and non-complimentary status), support fee (plus an estimate of any additional fees), accommodation confirmations (including onsite or off-site information), rental vehicle confirmation numbers (when applicable), and any additional notes specific to your reservation. A wish reservation may receive multiple confirmations as changes are made to the reservation. It is important the wish-granting organization closely reviews the confirmation to ensure accuracy and quality of the wish.

6. Reservation Changes & Updates – The wish-granting organization can upload forms and additional documentation, update flight itineraries, and update family profiles at any time through the WGO portal site. Any date changes, participant changes, questions or concerns, should be delivered directly to the Village Vacation Planning team via email. For time sensitive changes, please call.

7. View Your Wishes – The wish-granting organization can view guaranteed wishes, wishes due to check-in today, wishes checked-in and wishes due to check-out today. If a wish reservation does not appear in respective lists, you need to contact Village Vacation Planning immediately to ensure the wish was received correctly.

8. Off-site Accommodations – If Give Kids The World Village does not have availability or a child’s wish is to stay at a specific resort, Give Kids The World Village will assist with Walt Disney World or LEGOLAND hotel arrangements. In the event these resorts are unavailable, other local hotels may be used. An additional charge will be added to the support fee and communicated through the reservation confirmation. Give Kids The World Village can provide details regarding respective properties.

9. Wish Billing – Real Time Wish Billing is available 24 hours a day on the WGO Portal Site. Monthly statements are generated for each wish-granting organization and emailed to the billing contact listed. For any questions regarding your billing statement, the Give Kids The World Village Finance team can be contacted at **407.396.1114**. Further details for wish billing are outlined under the Wish Billing section (page 24).

10. Cancellation – If a wish is cancelled, notify Village Vacation Planning or the Manager on Duty immediately.

Note: If your foundation does not support the technology to maximize all features of the internet reservation process, please reach out to the Director of Mission Delivery & Outreach to discuss other options.

Forms & Documentation

To protect the integrity and credibility of Give Kids The World Village, the wish, the wish-granting organization and all constituents, the following forms and documents are required prior to a family's arrival at the Village. Forms should be completed with care and accuracy. These forms are legal documents and in place to protect the integrity of the wish, the sponsoring wish-granting entity and GKTW Village. When possible, please submit all completed forms no less than two weeks prior to the start of the wish. All forms can be transferred electronically, but must be legible and unaltered. GKTW liability release is available in English, Spanish and French. Forms are available for download on the WGO website as typeable PDFs.

<http://www.gktw.org/wgo/partners/forms.php>

GKTW Liability Forms – This document and general release of liability must be completed on behalf of the wish child and household family including parents/guardians. Families may decline the Publicity Release which will be noted in their electronic file.

Disney Release Forms – This document must be completed for each member of the family. Each adult must sign their own Disney release. Once adult may sign the release for all the minors.

WGO Documentation

Organization Information Form – This form should be completed and submitted on an annual basis. Each WGO will receive an email from GKTW Village asking that the form be completed and returned. Should contact information change mid-year, a new form can be completed and submitted at any time.

Foundation Release Form – The form must be signed by the wish-granting organization's representative.

Wish Reservation Forms

GKTW Family Forms – This document and general release of liability must be completed on behalf of the wish child and household family including parents/guardians. This form must be witnessed and should be received and reviewed prior to the arrival of the family.

Medical Authorization – This form must be signed by a physician of the wish child. This authorizes the eligibility of the wish child for the Give Kids The World Village wish experience. A form specific to the wish-granting organization providing equal information regarding eligibility and authorized travel can be accepted by GKTW Village.

Patient Summary – This form should be completed by a professional involved in the wish child's care (ie: physician, social worker, nurse, physician's assistant, etc) sharing any vital information that would be helpful in an emergency situation. A form specific to the wish-granting organization providing equal information can be accepted by GKTW Village.

My Favorites – (optional) This should be completed by, or on behalf of, the wish child. GKTW Village will use this information to personalize the child's wish.

Other Forms *(to be used when necessary)*

Absent Parent Form – If there is not a second biological parent in the life of any minor on the wish, the parent must complete this form stating the status of the second parent. A form specific to the wish-granting organization providing equal information can be accepted. (Single Parent Form is accepted as well.)

Information and Travel Authorization Form – This document must be completed and signed by parents/guardians of traveling minors providing adult wish participants to authorize medical care in the event of an emergency (for example: wish child brings a best friend on the wish. Best friend's parents/guardians must complete this form in order to authorize medical treatment during the wish vacation). This form must be witnessed. A form specific to the wish-granting organization providing equal information can be accepted.

Assistance

Give Kids The World Village does not provide specific medical equipment and there is no medical facility or staff onsite. All medical equipment, treatments, and blood work should be arranged prior to arrival. Give Kids The World Village will assist with set-up/delivery of equipment and directions to/from medical facilities for treatment or blood work. A reference guide of medical equipment companies can be found at www.gktw.org/wgo. Pharmacies, clinics, and hospitals can be found on the website at www.gktw.org/families. If you need further information, please contact Village Vacation Planning or the Manager on Duty at GKTW Village.

Communication with Village Vacation Planning

*Stay in touch with the Village Vacation Planning team. Feel free to contact Village Vacation Planning at **1.800.550.6613** or **407.396.1114** or at reservations@gktw.org anytime to ask questions, provide time sensitive updates/changes, and express any comments or concerns.*

- Emailing a wish reservation update/change – email your planner directly and remember to provide the appropriate email contact in the wish reservation. Please format wish emails with the reservation number, last name of wish child, (arrival date) – subject. e.g. 123456, Smith (06/18/2022) – subject
- If contacting Village Vacation Planning after hours or on weekends – please ask for the Manager on Duty for assistance.
- During the wish, the primary Give Kids The World Village contact is the Manager on Duty. Depending on family's needs, incidents, or emergencies, you may communicate with the Manager on Duty regularly. Please ensure the most up-to-date emergency (and after hours) contact is listed on the wish reservation.

Personalization & TLC Wishes

Give Kids The World Village strives to create a special and unique experience for every guest. Please let us know how we can help create extraordinary memories for your family within the resources of GKTW Village.

Birthdays – Every child’s birthday is celebrated at Give Kids The World Village with a birthday button, birthday balloon, birthday waffle in Café Clayton at breakfast, birthday cookie or brownie in Cafe Clayton at lunch and/or dinner and a present from the birthday box. Families can also request delivery of a free ice cream cake by calling Guest Services on the date of the child’s birthday. Should you have a child who cannot have ice cream cake because of dietary restrictions, please make sure Village Vacation Planning is aware and will provide an alternative.



Celebrations – We love to help the families celebrate any milestone (anniversaries, end of treatment, etc). Encourage them to share what they’re celebrating by emailing myvacation@gktw.org and the GKTW team will make it special for them!

Favorites – Upload a list of the wish child’s favorites (color, team, book, game, candy, food, etc, etc), a personalized letter and/or gift bag for the child based on their preferences.

Special Requests – Does the wish child have a special request as part of their wish and you aren’t sure how to make it happen? Let a Village Vacation Planning representative know and our team will put their creative caps on. For example, have a child who wants to be a king or surprise their parents with an anniversary treat? Or maybe they’d like a tuck-in from a pirate or take a train ride to meet a princess. No request is too crazy. Share it with us and we’ll let you know what we can do to help!

TLC Wishes – a TLC wish is qualified (usually) with a Rush Wish and identifies a family who may need extra care and consideration from our Guest Services team. Often these are children in critical condition. Please let Village Vacation Planning know when a child is of such a fragile nature.

Character Dining or Theme Park Dining Experiences – These reservations should be made by the Wish Granting Organization or family as far in advance as possible. Please contact Give Kids The World Village at **407.396.1114**. The cost of these events should be covered by the family or the wish-granting organization. Savi’s Workshop, Princess Tea Parties and other reservation only activities are in high demand and popular with all theme park guests. Do not wait to reserve a spot for the wish child.

Dietary Requirements & Allergies

Our food and beverage teams are more than willing to assist with any special dining requests. Nothing’s too hard for them—french fries for breakfast; gluten free options; pureed food options—they can do it all! Contact Dan Mohan to discuss the family’s unique needs (**407.396.1114, ext. 4277** or DanielM2@gktw.org).

If a child has allergies to certain foods, latex, or other product/item, Village Vacation Planning should be notified. Give Kids The World Village staff will take necessary measures to ensure the safety of the child (e.g. refrain from the use of latex balloons while a child with a severe latex allergy is on property).

The GKTW Village Wish Experience

Day of Arrival



Participants – Double check participants before family departs. Are there any last minute changes? If so, please notify GKTW’s Manager on Duty.

Packing List – Does the family have medications? Handicap placard? Driver’s licenses? Passports? Identification? Check out www.gktw.org/families for more ideas on what families should bring along on vacation.

Airport Arrival - Family will be greeted at the Orlando International Airport or Orlando Sanford International Airport by a Give Kids The World Village Volunteer Greeter. Greeter will not accept any gratuity. Family should not depend on the greeter to transfer luggage. In accordance with guidelines, luggage must be handled by the traveler or authorized personnel.

Give Kids The World Village Arrival – Families can anticipate arriving to the Village about 2 hours after their flight touches down in Orlando (3 hours after their arrival in Sanford). In most cases, once the family arrives to Give Kids The World Village, they’ll be welcomed curbside and escorted directly to their villa by a trained volunteer. After a brief tour of the villa, the volunteer will spend a few minutes explaining the family’s theme park tickets. If they’d prefer to learn about the park options at a later time, that’s ok! The family can simply let the volunteer know the best time for their family and the GKTW team will take care of them! *(Please note: families are welcome to arrive at any time of day, but we cannot guarantee a villa to be available for the guest prior to 3:00 p.m. Be sure this is communicated clearly to the family.)*

- A meal option will be available for the family upon arrival.
- Family will receive GKTW Village button, Village Guide, parking pass, theme park tickets and other information during check-in.
- Family will receive a personal tour of their villa to create a comfortable welcome.
- Orientation information located on channel 4 on your TV

During the Wish Vacation

The team at Give Kids The World Village is here to assist the families 24 hours a day. Our Manager on Duty is here to handle any serious concerns, injuries, accidents or emergency situations.

- **Incidents** – All guest “incidents” are tracked for follow-up and documented in the family’s electronic file. An incident can be related to ticket distribution, participant changes, injuries, concerns, funds, missed flights, accidents, transportation issues, or emergencies. The wish-granting organization is notified of incidents that may need assistance or further follow-up and documentation.
 - **Severe Incidents**, which may include domestic situations, violent individuals, or scenarios involving thefts/arrests may lead to the termination of a wish and/or the departure of a wish participant.
 - **Unexpected participants** occasionally arrive with the family. The foundation will be contacted immediately to determine whether the unexpected participant is approved for participation on the wish.

- **Emergencies** – In the event of a serious emergency, families are instructed to dial “9-9-1-1” from any GKTW Village phone. The Manager on Duty leads appropriate Village staff in emergency response procedures. There is no medical staff onsite at Give Kids The World Village. This must be communicated clearly prior to family’s arrival.
- **Visitors** – Wish families may welcome visitors to join them at Give Kids The World Village, but overnight guests (unapproved participants) are not permitted to stay on property. Visitor hours are over at 11pm.
- **Death of a Wish Child or Participant** – If this unfortunate event occurs, it is the responsibility of the wish-granting organization to make airline arrangements and arrange for funeral home assistance in the hometown. Give Kids The World Village will assist to ensure the family is well cared for during this time of grief.
- **Weather** – Hurricane season is taken very seriously. In the event of a hurricane disaster, the Village will enable the emergency plan. Your wish-granting organization will be notified with updates on emergency procedures and if evacuation is necessary.
- **Illness Outbreaks** - In the event of an illness (contagious) outbreak, children and family will be quarantined or given alternative accommodations to protect the safety of the other families staying at GKTW Village.
- **Tickets** – Families will receive tickets for Walt Disney World, Universal Orlando and SeaWorld Orlando. Other attraction tickets are available either with tickets or reservations. A full description is available in the pre-arrival section of the website and on GKTW smartphone app.
 - **If a family loses a ticket(s)**, it’s best for them to speak with the Manager on Duty for assistance with getting the ticket(s) reissued at the respective theme parks.
 - **Tickets are non-transferrable.** Each park requires a finger scan to ensure tickets are not transferred from person to person.
 - **Tickets cannot be traded** for other parks (e.g. A family cannot trade their Universal tickets for an extra day at Walt Disney World.)
 - **Tickets are only intended for use on the wish.** Regardless of the printed expiration date, the family is encouraged to use the tickets during wish dates.
 - **Tickets may not be sold for cash or other items of value.** Violation of this guideline may lead to criminal charges and prosecution.
- **Meal Policies** – The smartphone app provides current operating hours for food venues. Each family receives a meal card (also works as a villa key) at check-in. This meal card provides breakfast, lunch and dinner at GKTW Village at no cost to the family. Visitors/Non-Participants are not included on the meal card. Visitors can purchase meal vouchers at Café Clayton by credit card only.
- **General Information** – Families can call or stop by the front desk at any time with questions regarding the Village or the theme parks. Information resources for the families include, Channels 4 & 5 (on villa televisions), GKTW smartphone app and the digital display screens found in the House of Hearts and Towne Hall.

Day of Departure

Families are asked to check-out by 11 a.m. This allows the Give Kids The World Village Housekeeping team time to thoroughly clean and inspect a villa for the next arriving family. If a family has a late flight, they may decide to enjoy a local attraction (a variety of complimentary tickets are available at Give Kids The World Village) or a Hospitality Suite is available upon request if the family opts to simply enjoy the Village for the day. Luggage can be stored at Guest Services until the family is ready to depart. For families using Mears Transportation, they will be picked up three hours prior to their departure time.

Each family receives a personal check-out including a packet of departure items:

- **Directions** to Orlando International Airport or Orlando Sanford International Airport.
- **Participant Letter**—this is a special letter sharing the major participants/donors who contributed to the GKTW Village wish vacation.
- **IAAPA World Passport**—The World Passport is a gift from the International Association of Amusement Parks & Attractions (IAAPA) that provides a complimentary visit (for approved participants) to participating theme parks from around the world. The World Passport expires one year from the departure date and is only valid for participating parks and those complimentary participants on the wish.



- **GKTW Star** – a souvenir star just like the one the wish child placed in the Castle of Miracles.
- **Other gifts** are subject to availability.
- **Stay Connected** – Families can stay connected with GKTW Village by using our alumni site at www.gktw.org/alumni. The Village also has profiles on Facebook, Pinterest, YouTube, Instagram, Twitter and Flickr.

Special Circumstances

- **Unfulfilled Wish** – An unfulfilled wish indicates a family used 3 days or less of park tickets due to a circumstance out of their control (i.e. hospitalization, personal emergency, early departure, etc). Give Kids The World Village will allow an unfulfilled wish to come back for an additional visit to enjoy the full Give Kids The World Village experience with the sponsorship of a wish-granting organization.
- **Early Departure** – If a family must end the wish early, Give Kids The World Village will contact the wish-granting organization to arrange new flight itineraries. GKTW Village will ensure family is properly prepared for departure from GKTW Village. Early departure might occur due to a child's illness, personal emergency, or other reasons.
- **Extensions** – It is quite common for a family to ask about an extension to the wish. To maintain a consistent experience, any extended wish must be approved by the wish-granting organization. The foundation and/or family are responsible for any additional fees related to the wish extension. Sometimes an extension is granted due to hospitalization, illness or other uncontrollable circumstance. GKTW's Manager on Duty will work with the foundation on extending accommodations and rental vehicles.
- **Terminated Wishes** – A wish may be considered for termination when violence, theft, illegal activity, deliberate destruction to Village property or disruptive behavior is present in the Village. If a family's situation compromises the safety, security and quality of the wish, Give Kids The World Village management may terminate any wish.

Wish Billing



Real Time Wish Billing is available 24 hours a day on the WGO Portal Site and shows any outstanding wishes that have been approved for invoicing by GKTW Village. By mid-month, each wish-granting organization will receive a billing statement for the previous month's wishes. The billing cycle is based on departures taking place on/between the first and last day of the month. Statements are sent via email by the Give Kids The World Village Finance Team and are also available for viewing on the WGO Portal Site.

Billing contact information may be updated at any time by emailing the Director of Mission Delivery & Outreach.

What is included in your bill?

- **Support Fee** - \$1000
- **Ground Transportation** – Actual cost of ground transportation as billed by National Car Rental, Mobility Works or Mears.
- **Vehicle Insurance Fee** – If you opt to add insurance, the foundation is responsible for the cost.
- **Vehicle GPS Fee** – If you opt to add a GPS for the family, the foundation is responsible for the cost.
- **Vehicle Extension** – If the foundation chooses to extend the rental vehicle to accommodate the needs of the family, the additional days will be added to the support fee. Daily rates (per GKTW Village corporate contracts) can be obtained by contacting Village Vacation Planning. Families extending on their own will need to complete additional paperwork. Village Vacation Planning or the Manager on Duty can assist.
- **Interpreting Services** – Actual cost of any interpreting service provided by LTC Language Solutions. Services provided by Corazon Communications can be billed direct to WGO or through GKTW. This will be determined upon booking of the services, based on the WGO's preference.
- **Off-Property Lodging** – If wish is requested to stay off property or reserved due to overflow, the foundation will be billed for lodging fee (per GKTW Village rate agreement with hotels).
- **Incidental Fees** – Any additional fee that is the result of an incident will be communicated to the foundation and approved by the foundation before adding onto the monthly statement.
- **Fee Adjustments** – Fees may be adjusted due to changes in the wish after arrival. (e.g. family is able to move on property to GKTW Village and cancel off-property reservation or rental vehicle is declined by the family.) The foundation will be informed during the wish.
- **Refunds** – A refund is applied to another wish fee within the same chapter. Refunds are typically the result of a cancelled wish (where support fee was received) or an adjusted fee that was overpaid.
- **Unfulfilled Wishes** – The support fee for a rescheduled wish will be waived for the same amount as a courtesy to the sponsoring foundation. If the child's wish is not fulfilled at GKTW Village by the same foundation, the fee cannot be applied to another wish within that chapter or refunded.

Family Funds

It is the responsibility of the sponsoring wish-granting organization to provide spending money to the wish family for the trip. The amount of the funds is best determined by the foundation prior to the family's arrival at GKTW Village.

- **Spending Money** – A suggested amount is \$50/per person, per day to include one meal, snacks, beverages, gas money, souvenirs and emergency funds.
- **Fund Distribution** – It is the discretion of the foundation to have funds distributed by the GKTW Village Manager on Duty based on a schedule set forth by the foundation. This is intended to be done for families that require such assistance and not as a general rule. The GKTW Village Finance team can assist you.
- **Emergency Funds** – In the event a family needs additional funds or funds were not dispensed to the family prior to arrival, the foundation may use a credit card and GKTW Village Finance will forward funds to the Manager on Duty to dispense to the family. Finance is not available on the weekends and holidays and the Manager on Duty only holds a limited amount of petty cash for emergency purposes.
- **Reimbursements to Family** – The Manager on Duty reserves the authority to reimburse a family for unnecessary expenses (e.g. parking fees at theme parks or other guest service recovery efforts). The foundation will not be responsible for these funds, unless agreed upon by the foundation and GKTW Village Manager on Duty.

Welcome Back Families

All Give Kids The World "Alumni" families are welcome back to Give Kids The World Village to Visit the Alumni website and make a reservation 10 days in advance.

- Complimentary/discounted theme park admission and/or tickets are not granted to Welcome Back Families.
- Welcome Back Families must sign in with Guest Services.
- Welcome Back Families may enjoy a meal at Give Kids The World Village. The most up-to-date procedures will be provided at Guest Services upon arrival.
- Welcome Back Families may enjoy the Village, venues and activities for two day during their visit to Central Florida.
- Any cause for concern, exceptions or abuse will be addressed by the Manager on Duty to ensure the safety and satisfaction of all guests as well as the credibility of the Village. When warranted, the Manager on Duty may provide additional meal vouchers or revoke privileges based on circumstances.

Give Kids The World Feedback

Give Kids The World Village welcomes any and all feedback. Every family receives a survey (via email) to complete and every effort is made to continue improving and enhancing the wish experience. Give Kids The World Village management also welcomes feedback from wish-granting organizations. Through your candid feedback, our reservation process continues to improve to assist all of us in creating memories for the children and families we serve.

WGO Resources



Wish-granting organizations and their staff and volunteers are invited to visit Give Kids The World Village. For the best experience, please contact Village Vacation Planning or the Director of Mission Delivery to schedule a tour at least two weeks in advance (when possible). An ideal tour and visit to GKTW Village will take approximately 1 ½ to 2 hours. If visitors would like a volunteer experience, you will work directly with our Volunteer Services team to coordinate your efforts.

If your organization is coming to town for meetings and/or conferences, we invite you to bring your entire group out to tour and visit. We are also available to assist with education sessions, GKTW Village updates and volunteer opportunities.

Note: Give Kids The World Village is a unique facility perfectly suited for children with disabilities. To maintain a safe and secure environment, the use of the Village for leisure visits is reserved for Give Kids The World alumni only. Any leisure visitors outside of GKTW families, must be pre-arranged and approved by the Give Kids The World Village management team.



Visiting Give Kids The World Village

Actually seeing and experiencing GKTW is really the best way to learn about all we have to offer for the families. The Village truly is one of those places that you have to see to believe. Assuming that you provide transportation, lodging and incidentals for your group, we are happy to host your team. We can tailor the time to what's most important to you. For example, other groups have participated in volunteer experiences, GKTW parties & meals and meetings with valued partners. Imagine putting yourselves in the families' shoes and experiencing GKTW like they do! It's a great opportunity! We can customize a visit for any length of time.

GKTW Webinars

Education opportunities are offered several times a month by GKTW staff. Topics include: Family Check In; Billing Process; Entertainment Activities; MOD Services & Incident Tracking; Forms, Uploads & Payments. Watch for scheduled webinars listed on this WGO Portal Site and RSVP is required.

GKTW Update Presentation

We'd be happy to do a GKTW Update Webinar for your volunteer teams, board or staff. This presentation provides a great overview of what GKTW offers wish families by way of accommodations, meals, entertainment and local attraction tickets. With questions and feedback from your group, the session would last about one hour. To schedule a session for your group, email GKTW's Director of Mission Delivery & Outreach.



Websites & Resources

Other Give Kids The World Village links:

facebook.com/gktwvillage
youtube.com/givekidstheworld
twitter.com/gktwvillage

Up-to-date information is also available as an app for iPhone and Android users.

If using an iPhone, go into the app store and search "happ4hotels".

If using an Android phone, go to Google Play and search for "happ hotels" or "happ4hotels".

Once downloaded, enter hotel code GKTW



Pre-arrival – Families can refer to gktw.org/families for pre-arrival assistance or email myvacation@gktw.org.

Pre-arrival Videos – Available on the pre-arrival site.

Wish-Granting Organization Website – There is a site designated for WGO partners to utilize for updated procedures, forms, and other resources. gktw.org/wgo. The internet reservation site is a secured site: <https://connect.gktw.org:4433>

Wish Family Alumni – To stay connected, families can go to gktw.org/alumni.

Give Kids The World Village Key Contacts

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