

Entertainment & Sports Letter of Understanding

Make-A-Wish is excited to pursue a wish for your child, _____, to _____. To help make the wish process a fun-filled and memorable experience, we want to share some important details that make Entertainment & Sports wishes unique. Here are answers to some of the most frequently asked questions about Entertainment & Sports wishes:

Can you guarantee my child's Entertainment & Sports wish will be granted? Make-A-Wish will make every effort to find opportunities to grant your child's wish; however, there may be times when we are unable to do so for reasons outside our control. When this is the case, or when our efforts exceed 12 months, we will ask for your understanding and request that your child consider an alternate wish.

Is there anything else you can't guarantee regarding Entertainment & Sports wishes? Entertainment & Sports wishes involve varying levels of complexity. As a result, in most cases we cannot guarantee the following:

- What exactly the wish experience will include
- Where the wish will take place
- The health and safety requirements of the celebrity or partner (i.e. COVID testing, proof of vaccination)
- How much time will be spent with an entertainer or athlete (If applicable)
- How many members of a band, team or cast will be present
- How much advance notice you will receive
- How many participants will be included in the wish experience; and/or
- How long it will take to the grant the wish

If the experience offered by the celebrity or entertainer does not meet your child's vision, we will ask that they consider an alternate, non-celebrity wish.

If Make-A-Wish is unable to grant the wish, or if planning is taking longer than expected, can we (the family) conduct outreach and/or solicit help from others who may have connections? No, please do not reach out to a celebrity/organization on your own or through others at any time. Make-A-Wish has a dedicated team of experts who have established relationships within the Entertainment & Sports communities. Attempting your own outreach may cause confusion, slow down the process and/or jeopardize relationships with the celebrity, which could impact not only your child's wish, but also those of other current and future wish children.

If the wish is confirmed, can we (the family) invite others to join the wish experience? In order to ensure the wish child is the focus of the wish experience, participants will be limited to those sponsored by your local Make-A-Wish office.

If travel is required for my child's wish, can we extend the length of the trip on our own? We are unable to accommodate travel extensions into our bookings. Because of the complex logistics involved in Entertainment & Sports related wishes, the dates of travel will remain fixed. Adjusting travel dates can impact not only your child's wish, but the wishes of other children.

Can Entertainment & Sports wishes be granted virtually? A virtual wish can be pursued in place of an in-person experience, should travel not be possible or preferred. Virtual wishes can include a phone call, video call or video message. In some cases, we may receive permission to record the wish, but this is not guaranteed. If your child receives a virtual wish experience, Make-A-Wish will consider the child's wish to be granted. We cannot pursue an additional experience.

I am open to pursuing a virtual wish experience if an in-person opportunity is not possible at this time.

Can we share the story of our wish externally? No, unless you receive written permission from Make-A-Wish. This means refraining from sharing publicly (e.g., via social media, blogs, traditional media, etc.) any details about your child's wish before, during or after it takes place. This careful approach is how we have built such strong relationships within the Entertainment & Sports industries, which have enabled us to grant thousands of these wishes over the years. If a wish of this type is declined for any reason, we will always respect the decision and will never publicize that fact. Publicly sharing a declined wish with external audiences may be perceived negatively and potentially damage relationships with the celebrity/organization in question and other industry supporters.

We look forward to providing a memorable wish experience for your child. Please sign below indicating you have read and understand the Entertainment & Sports Letter of Understanding and will discuss its contents with members of your family and any other potential wish participants. If you have any questions about the celebrity wish process, please let us know. We are just a phone call away!

First Parent/Guardian Signature

Date

Second Parent/Guardian Signature

Date