

Above Ground Pool Practices

Above Ground pool wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.9:

Chapters shall not grant wishes for in-ground pools, hot tubs and spas. In granting wishes for above-ground pools, hot tubs and spas, chapters shall comply with the following requirements:

- ✓ The wish family must be the homeowner or receive written approval from the landlord if the family rents/leases their home.
- ✓ Chapters must follow all local laws and ordinances, including all applicable laws in their territory related to obtaining permits, installing fencing and providing for other pool safety requirements.
- ✓ Chapters must require proof of premises liability insurance in the wish family's name prior to wish completion.
- ✓ Chapters must provide medically-necessary equipment/devices, such as ramps, lifts or high-limit sensors for heaters, as indicated by the wish child's Health Care Professional.
- ✓ Chapters must provide electrical hook-up and basic yard grading and preparation, within reason, and as may be required for proper installation.
- ✓ Reasonable yard preparation would include items such as basic ground leveling/grading, removal of sod, etc. Removal of trees or other structures, landscaping beyond the immediate pool area, etc. would be considered excessive ground preparation, and would not be included.

Additionally, Make-A-Wish Illinois adheres to the following Above Ground Pool Wish Practices:

- ✓ A completed Pool Worksheet must be completed by the wish granter and approved by the Wish Coordinator.
- ✓ The established pool package, provided and coordinated through the pool vendor designated by Make-A-Wish (currently The Great Escape) must be used.
- ✓ This package includes a 24' above ground round pool with a high quality attached aluminum end deck and railing, heater, installation, start-up chemicals, and other standard pool kit supplies.
 - If a round pool is not conducive for the size of the family's yard an oval pool would be considered.
 - If a 24' pool is too large for the yard we can look at smaller pool options.
- ✓ Due to safety standards and the depth of the above ground pool we offer, slides cannot be included in the wish.
- ✓ If the family's existing yard conditions are not compatible with city requirements for an above ground pool it will be the family's responsibility to cover any costs required to prepare the yard for installation that is up to city code. If the family cannot cover these costs the Wish Child will be asked to choose an alternative wish.
- ✓ Permits, local municipality/township pool requirements, pre-installation work, inspections etc. are the responsibility of the family.
- ✓ Make-A-Wish will cover the cost for electrical connections, gas hook-up and the filling of the pool with water. In instances where the family's preference for the pool location requires extensive gas and electric work that exceeds our standard budget the family may be asked to cover some of those costs.
- ✓ Make-A-Wish will cover the cost of adapting the pool for accessibility purposes or other medical needs provided the wish child's physician deems it medically necessary.
- ✓ The following five items must be submitted to your wish manager before final approval and placement of the pool order:
 - Completed Pool Worksheet and signed Pool Wish Agreement
 - Copy of the permit (obtained by the family)
 - Listing of timeframes associated with any required pre-installation work (necessary for delivery and installation dates and coordinated by the family)
 - Pool Contract
 - Complete detailed budget
- ✓ Pool toys and accessories can be included (cash budget not to exceed \$75).
- ✓ It is customary to throw a small (pool) party for the wish child following the installation and filling of the pool (cash budget not to exceed \$100).

Approved - May, 2002
Revised - June, 2003 (different pool dimensions, gas as a reimbursable expense)
Revised – August, 2003 (made cap on # available permanent)
Revised – April, 2007 (MAW covering medical needs)
Revised – July, 2009 (removed final inspection requirement)
*Revised – October, 2010 (pool worksheet required, partially in-ground pools prohibited, added MDI information,
MAW can cover prep work up to \$1500)*
*Revised – March, 2012 (MAW can cover prep work up to \$2000; can't include slides, added the pool toys can be
purchased up to \$75)*
*Revised- August, 2012(oval or smaller pools can be an option; removed reimbursement for landscaping; family
responsible for expenses outside the standard budget)*
Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines)

Animal Practices

Animal wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.8:

- ✓ Chapters shall not grant wishes to have an animal that is illegal to own as a pet, or that has to be obtained directly from a source outside of the United States.
- ✓ Chapters shall not grant wishes for service animals.
- ✓ Chapters are responsible for the replacement of an animal in the event of death for three months following wish delivery, or the time frame recommended by the supplier, if greater than three months, and only in the event of death caused by disease or congenital defect.
- ✓ Chapters must have animals checked by a veterinarian prior to purchase when feasible.
- ✓ Chapters must provide immunizations through the first year, when recommended by a veterinarian.
- ✓ Chapters should ensure the family has the appropriate environment, training and capacity to ensure the ongoing health and welfare of the animal is protected. In cases in which the animal's ongoing welfare is in question, the chapter may decline the wish.

Additionally, Make-A-Wish Illinois adheres to the following Animal Wish Practices:

- ✓ The child's parents must consent to the child receiving a pet.
- ✓ The family must agree to and be able to care for the pet after the first year.
- ✓ A completed Pet Wish Worksheet must be completed by the wish granter and approved by the Wish Coordinator
- ✓ The family's home must be suitable for the type of animal.
- ✓ The family must understand any financial implications that may result from owning a pet (*e.g.*, increased rent, additional security deposit)
- ✓ The family must have a conversation with the identified breeder to ensure the placement of the animal is a good match.
- ✓ If renting home, the family must have approval from the landlord to own a pet.
- ✓ It is customary to throw a small (reveal) party for the wish child following the delivery/pick-up of the animal (cash budget not to exceed \$100).
- ✓ MAW will provide one year of care for the animal, which includes:
 - Pre-adoption veterinarian check
 - Standard routine vet services for the first year, up to \$1,000
 - Spay/Neuter, if adopting (cats & dogs)
 - Starter supplies (starter bag of food and litter, food dishes, collar, leash, litter box, etc.)
 - License (dogs & outdoor cats)
 - Delivery of animal (this does not include transportation of animal after initial delivery)
 - Introductory training course (if appropriate)
 - Boarding (if animal requires it, *e.g.*, horse or reimbursement up to \$1500 for fence, etc. if no boarding required)
 - Replacement of animal within three months of purchase in event of animal's death by disease or congenital defect only
- ✓ MAW will **not** provide the following:
 - Animals prohibited by local, state and/or federal regulations (Wish Granters must research and provide documentation)
 - Animals deemed dangerous to children or families by the Anti-Cruelty Society (ACS) or the American Veterinary Medical Association (AVMA).
 - Animals that cannot be purchased in the U.S.
 - Vet services outside of routine visits or that exceed \$1,000.

- Life or Health insurance on the animal
- Advanced training courses
- Temporary kennel costs (if family goes on vacation)
- Construction of boarding facilities (*e.g.*, barn for a horse)

Approved - October 2001

Revised – May 2006 (added replacement in event of animal's death)

Revised – July 2009 (added boarding and fence)

Revised – October 2010 (complete pet wish worksheet)

Revised – September 2012 (Service Dogs)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines)

Revised – January 2020 (no service dogs)

Revised – August 2020 (conversation with breeder; starter bag of food and litter – not full year)

Revised – April 2021 (Standard routine vet services for the first year, up to \$1,000)

Celebrity Wish Practices

Celebrity wishes are governed by the following National Wish Granting Performance Standard and Guidelines:

- ✓ During the pendency of the Coronavirus/COVID-19 pandemic, and until further notice:
 - ✓ New wishes determined after May 21, 2020 will be granted virtually, unless local arrangements can be made, for the foreseeable future via video message, video chat or phone call. Expectations with the family about virtually visit should be set immediately following a celebrity wish being selected and a signed virtual letter of understanding must be signed before any requests are made.
 - ✓ All virtual celebrity wishes should include appropriate enhancements. Recommended enhancement budget is \$250. In addition, if the child does not already have one, a tablet or other appropriate device should be provided to enable the child to replay the wish experience as often as he/she would like.
 - ✓ If the wish child declines an experience offered by the celebrity (virtual or in person), unless it is for medical reasons confirmed by the child's treating medical professional or a minor scheduling conflict that can easily be reconciled, he/she must identify an alternate (non-celebrity) wish to be granted instead.
- ✓ Chapters shall coordinate all wish requests involving national/international celebrities, national/international sports figures and national/international sporting events through the Make-A-Wish contact person designated by the National Office.
- ✓ Chapters shall comply with terms established by the National Office for all domestic and international sporting event wishes, (e.g., Super Bowl, Olympics, etc.), including but not limited to requirements for ticket purchases, handling of donated tickets, cost-sharing formulas, per diem requirements, number of participants, and age restrictions.
- ✓ Chapters shall not permit wish extensions for celebrity or group wishes managed through the National Office Entertainment and Sports Relations program. Extensions associated with chapter-managed celebrity or group wishes will be at the discretion of the designated Make-A-Wish contact.
 - If a chapter-managed celebrity or group does allow extensions. Extensions must be:
 - Limited to a 7-day maximum domestic extension or 10-day maximum international extension
 - Wish extensions shall only be permitted after completion of the wish.
- ✓ Chapters shall not include "non-comp" (i.e., not included/funded as part of the wish) wish participants for celebrity or group wishes managed through the National Office Entertainment and Sports Relations program. Inclusion of non-comp participants associated with locally managed celebrity or group wishes will be at the discretion of the designated Make-A-Wish contact.
- ✓ Chapters shall not arrange or provide money for activities/excursions that involve the following:
 - 3-wheeled ATV
 - 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
 - personal watercraft for any child under the age of 16
 - snowmobiles for any child under the age of 16
- ✓ Celebrity wish enhancements (e.g., wish announcement videos, social media messages, autographs, etc.) will only be permitted for wishes involving celebrities and wishes to be a celebrity or be famous, and may include no more than three asks to celebrities to be determined on a case-by-case basis. There may be additional limits for larger event or group wishes.
- ✓ During the pendency of the Coronavirus/COVID-19 pandemic, and until further notice from the National Office

Additionally, Make-A-Wish Illinois adheres to the following Celebrity Wish Practices:

- ✓ Celebrity wishes will include travel only if it is required in order to meet the chosen celebrity
- ✓ If travel is required Make-A-Wish will cover the expenses for travel and hotel accommodations, transportation to and from the airport, rental car or shuttle transportation, planned activities, gratuities if required, and medical equipment if needed.
 - Flight activities are not covered by Make-A-Wish insurance. As such, any flight activities (helicopter ride, paragliding) that are not the heart of the wish are prohibited. In the case where this type of activity is the heart of the wish, additional insurance will need to be secured the Other Domestic Travel wish type should be considered and the and practice reviewed. Parasailing is allowed.
- ✓ If the wish requires domestic travel, all adult passengers (18 and over) are required to show a U.S. federal or state-issued photo ID. Additionally, the name on the ID must match the name on their boarding pass. If a wish participant does not have a U.S federal or state-issued photo ID other acceptable forms of ID, approved by TSA, are listed on the www.tsa.gov/ website.
- ✓ If the wish requires International travel, including the Caribbean, Mexico and Canada a valid passport (and, depending on the country, a visa) will be required.

- The wish child's parent(s) or guardian(s) are responsible for obtaining valid passports, visas, proof of custody, proof of valid health insurance for travel in foreign countries, and any other documentation required for international travel. If the family is unable to cover the costs of passports and/or visas Make-A-Wish will cover those expenses.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenirs, activity money if not paid for in advance and miscellaneous travel expenses (including checked baggage fees).
- ✓ No guarantees can be made on accommodations and/or flight options. Room type/size, flight itinerary and seat options are based on availability through the Make-A-Wish partnerships and the time of booking.
- ✓ Please be aware that certain events/experiences are considered celebrity wishes (Olympics, MLB All-star game, to be a supermodel, etc.)
- ✓ If travel is required, the duration of the wish will be 4 days, 3 nights unless otherwise necessary. If international travel is required, the duration of the wish will be 5 days, 4 nights (exclusive of travel to that country).
- ✓ Arrangements for the celebrity meeting will be made by the Celebrity Coordinator at the Make-A-Wish of America office. All contact with the Celebrity Coordinator will be made by the Wish Coordinator.
- ✓ Due to the nature of Celebrity Wishes, the timing of the wish will typically be determined by the celebrity. Wish Granters should, without discouraging the wish request, let the child and family know that there may be a long wait for the wish.
- ✓ Wish Granters may not attempt to contact the celebrity, agents of the celebrity, or the Celebrity Coordinator to influence the wish. Doing so may jeopardize the wish and the Foundation's relationship with the celebrity, agent, studio, or record company.
- ✓ If the chosen celebrity has issued his/her own practices for fulfilling wishes, MAW will adhere to them (i.e. number of participants, location, timing, etc.)
- ✓ If the chosen celebrity does not fulfill wishes, the child will be asked to choose another wish.
- ✓ Wish Granters are not typically permitted to participate in the celebrity meeting.
- ✓ The Wish Family will need to sign and return the Celebrity Letter of Understanding before a request can be made.
- ✓ Should a family want to extend their trip at their own expense, they will need the permission of the assisting (host) chapter. The [Wish Granting General Wish Practices](#) (under the Extending Wish Travel section) provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.

Approved - May, 2002

Revised – February, 2006 (Added international travel duration)

Revised – July, 2009 (Added celebrity wish events)

Revised – October, 2010 (Added what MAW provides monetarily; acceptable id)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines; LOU; Souvenir money; Accommodations not guaranteed; Extensions)

Revised – January 2020 (Added Extension & non-comp policies; limitations on activities)

Revised – March 2020 (Parasailing is OK)

Revised – August 2020 (Virtual Wishes during Pandemic)

Computer Practices

Make-A-Wish Illinois adheres to the following Computer Wish Practices:

- ✓ A completed Computer Worksheet must be completed by the wish granter and approved by the Wish Coordinator.
- ✓ Computer Wishes typically are comprised of a computer, monitor, required supplies, software, and computer furniture (as needed). Accessories such as gaming mouse or keyboard, second monitor, etc. can be included if specifically requested.
- ✓ An itemized budget (including possible in-kind/discounts) must be approved by the Wish Manager.
- ✓ Substantial electronic items are not included in a computer wish unless such equipment is required to fulfill the heart of the wish. In most cases, this will make the wish an Electronics Wish.
- ✓ Example: A child whose wish is to be a filmmaker may have her wish fulfilled by getting a video camera, tripod, camera lights, microphones, cables and an I-Mac that comes with film editing software. This would be considered electronics.
- ✓ Furniture necessary for the proper use of the computer (desk and chair) will be provided as part of the wish (cash budget not to exceed \$250).
- ✓ Beginner level training will be provided for the child on the Wish day, if requested.
- ✓ Software adequate to meeting the child's needs should be given with the computer (cash budget not to exceed \$250).
- ✓ It is customary to throw a small (reveal) party for the wish child and family at the time of delivery and installation (cash budget not to exceed \$100).
- ✓ Total cash value of the wish must not exceed \$3,900. Will consider exceptions on a case-by-case basis, particularly surrounding gaming computers.
- ✓ If internet service is requested with the computer, the following additional practices will be followed:
 - It is the responsibility of the Wish Family to identify an internet service provider that best fits their needs.
 - If the family is unable to set up an internet provider on their own due to circumstances such as, but not limited to, no major credit, no phone line, etc. we will be unable to include internet as part of the wish.
 - The contract and account must be registered in the Wish Family's name.
 - MAW will cover the costs of the internet service for the first year, if the family does not already have it in their home. After 12 months, the cost of service is the responsibility of the wish family.
 - MAW will fund up to \$750 for up to one year of service (includes activation and equipment fees). The family will need to send MAW a copy of their first bill and upon receipt of that bill MAW will cut a check directly to the internet provider and provide the family with a copy.
 - A MAW Internet Service Agreement must be signed by the child's parent/guardian.

Approved - March, 2002

Revised - February, 2004 (added internet service section)

Revised – May, 2006 (changed internet provider, included cable option)

Revised – July, 2009 (updated reimbursement for dial-up vs. DSL options)

Revised – October, 2010(added computer worksheet, updated internet practices)

Revised – August, 2012 (family must be able to obtain internet on their own; removed line that wish granters can assist with obtaining internet)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines, \$750 for internet)

Revised – August 2017 (Removed National Wish Granting Performance Standard and Guidelines)

Revised – May 2019 (Updated examples of accessories. Updated cash value to \$2,800)

Revised – August 2020 (Updated cash value to \$3,900)

Cruise Practices (Non-Disney)

International wishes are governed by the following National Wish Granting Performance Standard and Guidelines:

- ✓ For all international destinations and cruises that depart from outside of the United States: Wish child must be at least 7 years old at time of departure
- ✓ For cruises with ports of departure/return within the United States: Wish child must be at least 5 years old at time of departure.
- ✓ Length of stay in the destination country or on the cruise ship (not including travel time to/from destination) shall be determined utilizing the following chart which indicates minimum and maximum stays for differing world regions, unless otherwise indicated by the child’s authorizing Health Care Professional.

REGION/LOCATION	MINIMUM STAY	MAXIMUM STAY
North America	5 nights	9 nights
Latin America	5 nights	9 nights
Europe	5 nights	9 nights
Africa	7 nights	9 nights
Asia	7 nights	9 nights
Oceania/South Pacific	7 nights	9 nights
Cruises (not including Disney Cruises*)	5 nights	10 nights
International resorts (e.g., Atlantis, Beaches, Sandals)	4 nights	6 nights

- ✓ Chapters shall provide approved wish participants with financial assistance in obtaining passports and visas, if requested.
- ✓ Chapters shall register all international wish family travel (not including ports of call on cruise wishes) with the State Department’s Smart Traveler Enrollment Program at <https://step.state.gov/step/>
- ✓ Chapters shall notify Make-A-Wish International of all wish family travel involving overnight accommodations outside the United States and its territories via the International Wish Assist Portal.
- ✓ Chapters shall not grant wishes involving travel to countries listed on the U.S. State Department Travel Warning List at the time of request and/or travel, with the exception of a) cruise wishes as defined in the accompanying Guideline; and b) travel to resort areas of Mexico and other countries for which the U.S. State Department states there is no advisory or other warning in effect. Chapters may request a waiver of this standard from the Chapter Performance Committee for compelling requests.
- ✓ Chapters must communicate with the child’s medical professional within 30 days prior to departure for all international and cruise wishes to confirm that the wish is still medically appropriate for the child, as planned. Documentation of this communication must be retained in the child’s wish file.
- ✓ International Travel is defined as any land or sea destination outside of the United States and its territories.
- ✓ Cruise wishes that include ports of call and/or excursions in countries on the U.S. State Department Travel Warning List may be granted so long as travel is provided by one of the nationally recognized cruise lines listed below. All cruises must depart from and return to ports located in countries that are not listed on the U.S. State Department Travel Warning List.
 - Carnival
 - Celebrity Cruises
 - Holland America
 - Norwegian Cruise Lines
 - Princess
 - Royal Caribbean International
 - Disney Cruise Line
 - Any other cruise lines approved in writing by the National Office
- ✓ Chapters may only deviate from the minimum and maximum stays due to the wish child’s medical requirements as indicated by the authorizing Health Care Professional, or due to a family preference for a shorter stay, as documented in the wish file.
- ✓ Chapters cannot assume that all family members are traveling on U.S. passports. Chapters should obtain copies of each family member’s passport, and should thoroughly research the entry requirements of the destination country for each country of issuance prior to booking travel.
- ✓ Chapters shall not arrange or provide money for activities/excursions that involve the following:
 - 3-wheeled ATV
 - 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
 - personal watercraft for any child under the age of 16
 - snowmobiles for any child under the age of 16

Additionally, Make-A-Wish Illinois adheres to the following Cruise Wish Practices:

- ✓ The Wish Granters must work with the child to determine if the essence of the wish requires a Disney Cruise or if a non-Disney Cruise is more appropriate.
- ✓ The child will need to determine where s/he would like to travel. The destination will aid in choosing the appropriate cruise line.
- ✓ International travel and cruise wishes are NOT approved for children who require licensed nursing care during the wish, as stated by the child's physician.
- ✓ The primary non-Disney cruises MAW can offer are those that are a part of the Royal Caribbean Cruise Line and Celebrity Cruise *Wishes At Sea* program. Cabins are donated by RCCL/Celebrity for use in January, February, May, September, October, November, and December (outside of Christmas and New Year's).
- ✓ The secondary cruise option includes discounted cabins on Norwegian Cruise Lines, which are available on a case-by-case basis.
- ✓ Other cruise options outside the RCCL/Celebrity or NCL partnerships will be considered on a case-by-case basis.
- ✓ All wish families will be asked to consider traveling during our donated RCCL cabin months or when NCL offers discounted cabins.
- ✓ For international or Hawaiian cruises, families will be asked to consider traveling during our donated RCCL cabin months or when NCL offers discounted cabins. If families cannot travel during those time periods, alternate dates will be considered on a case-by-case basis.
- ✓ The wish child's parent(s) or guardian(s) are responsible for obtaining valid passports, visas, proof of custody, proof of valid health insurance for travel in foreign countries, and any other documentation required for international travel.
- ✓ Copies of all necessary documentation must be provided to the Wish Staff before travel can be booked. The Wish Manager is responsible for verifying that all necessary travel documents are present.
- ✓ Families are required to provide three separate date ranges for travel.
- ✓ A minimum of 60 days notice is required for planning cruise wishes upon receipt of required paperwork and medical approval.
- ✓ If the child's preferred cruise is more than 7 nights (not to exceed 10 nights) it will be reviewed on a case-by-case basis and will likely have to take place during one of the donated RCCL cabin months.
- ✓ Make-A-Wish will cover the expenses for travel and room accommodations, transportation to and from the airport, gratuities if required, and medical equipment if needed.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenirs, activity money and miscellaneous travel expenses (including checked baggage fees).
- ✓ No guarantees can be made on cabin size or location. Accommodations are based on availability through the Make-A-Wish partnerships with RCCL and NCL.
- ✓ The wish family will be responsible for arranging their own port excursions unless otherwise specified to their Wish Coordinator prior to their departure. Make-A-Wish will provide money and information about the various excursion opportunities. Wish Granters are encouraged to help the family plan their port excursions. Wish Granters must, however, explain to the family that the excursions will be funded with the cash they will be given immediately prior to the wish and that the cash is not to be used for additional excursions.
 - ✓ Flight activities are not covered by Make-A-Wish insurance. As such, any flight activities (helicopter ride, paragliding) that are not the heart of the wish are prohibited. In the case where this type of activity is the heart of the wish, additional insurance must be secured. Parasailing is allowed.
- ✓ Should a family want to extend their travel or add non-Make-A-Wish funded ("non-comp") Wish participants please see the Illinois Wish Granting General Wish Practices (under the Extending Wish Travel and Non-Comp sections) where it provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.

Approved - May, 2002
Revised - June, 2003 (RCCL only)
Revised - February, 2004 (non-RCCL permitted)
Revised - Oct, 2004 (no Hawaii cruises)
Revised - Dec, 2004 (no international cruises, donated cruise dates)
Revised - December, 2005 (no blackout dates, planning time)
Revised - Feb, 2006 (changed planning lead time)
Revised - April, 2007 (international and Hawaiian cruises permitted)
Revised - July, 2009 (cruise not to exceed 10 nights)
Revised - October, 2010 (passports required, added what MAW provides monetarily)
Revised - August, 2012 (non RCCL/NCL considered on case-by-case basis; preference for international & Hawaiian cruises to happen during free months; revised time frame; can guarantee cabin size; coordinator can help with excursions if notified; can cover cost of passports)
Revised - March 2017 (Added National Wish Granting Performance Standard and Guidelines; Souvenir Money; Extensions; Nursing Care)
Revised - January 2020 (activity limitations)
Revised - March 2020 (Parasailing is OK)

Disney Cruise Practices

Disney Cruise Wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.12 Disney Wishes:

- ✓ Wish child must be at least 5 years old at time of departure.
- ✓ Wishes shall be limited to 4 night sailings with U.S. ports of departure and return.
- ✓ A Disney Cruise Line® wish cannot be combined with a Walt Disney World® Resort package.
- ✓ Chapters shall not arrange or provide money for activities/excursions that involve the following:
 - 3-wheeled ATV
 - 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
 - personal watercraft for any child under the age of 16
 - snowmobiles for any child under the age of 16

Additionally, Make-A-Wish Illinois adheres to the following Disney Cruise Wish Practices:

- ✓ The Wish Granters must work with the child to determine if the essence of the wish requires a Disney Cruise or if a non-Disney Cruise is more appropriate.
- ✓ International travel and cruise wishes are NOT approved for children who require licensed nursing care during the wish, as stated by the child's physician.
- ✓ Disney Cruises are typically 4-nights in length, although 3 night cruises may be planned based on availability, cost, or when otherwise indicated by the wish child's authorizing physician. All Disney Cruise options MAWFI provides are ONLY for travel to the Bahamas. If a child is asking for a European, Hawaiian, Mexican Rivera, Alaskan, Caribbean, Panama Canal or a Transatlantic Disney Cruise they will have to consider using other MAW cruise partnerships (Norwegian or RCCL).
- ✓ The wish child's parent(s) or guardian(s) are responsible for obtaining valid passports, visas, proof of custody, proof of valid health insurance for travel in foreign countries, and any other documentation required for international travel. If the family is unable to cover the costs of passports and/or visas Make-A-Wish will cover those expenses.
- ✓ Copies of all necessary documentation must be provided to the Wish Staff before travel can be booked. The Wish Manager is responsible for verifying that all necessary travel documents are present.
- ✓ The minimum age for any participant to sail aboard a Disney Cruise Line ship is 6 months of age.
- ✓ Families are required to provide three separate date ranges for travel.
- ✓ A minimum of 60 days notice is required for planning Disney Cruise wishes upon receipt of required paperwork and medical approval.
- ✓ Make-A-Wish will cover the expenses for travel and room accommodations, transportation to and from the airport, gratuities if required, and medical equipment if needed.
- ✓ No guarantees can be made on cabin size or location. Accommodations are based on availability through the Make-A-Wish partnership with Disney Cruise Lines.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenirs, activity money and miscellaneous travel expenses (including checked baggage fees).
- ✓ The wish family will be responsible for arranging their own port excursions unless otherwise specified to their Wish Coordinator prior to their departure. MAW will provide money and information about the various excursion opportunities. Wish Granters are encouraged to help the family plan their port excursions. Wish Granters must, however, explain to the family that the excursions will be funded with the cash they will be given immediately prior to the wish and that the cash is not to be used for additional excursions.
- ✓ Flight activities are not covered by Make-A-Wish insurance. As such, any flight activities (helicopter ride, paragliding) that are not the heart of the wish are prohibited. In the case where this type of activity is the heart of the wish, additional insurance must be secured. Parasailing is allowed.
- ✓ Should a family want to extend their travel or add non-Make-A-Wish funded ("non-comp") Wish participants please see the Illinois Wish Granting General Wish Practices (under the Extending Wish Travel and Non-Comp sections) where it provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.

Approved - May, 2002
Revised – December, 2005 (travel dates, planning time)
Revised – Feb, 2006 (changed planning lead time)
Revised – July, 2009 (cruise will be 4 nights, unless otherwise required by child's physician)
Revised – October, 2010 (passports required, 4 night cruises only, added what's provided monetarily)
Revised – February, 2012 (updated to reflect new 5 night cruises)
Revised – August, 2012(no guarantees on cabin size; coordinator can help with excursions if notified; can cover passport fees; Nursing)
Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines; Souvenir Money; Extensions)
Revised – January 2020 (Unapproved activities - flight/ATV)
Revised – March 2020 (Parasailing is OK)

Disney World Practices

Disney World Wishes are governed by the following National Wish Granting Performance Standard and Guidelines:

- ✓ Disney theme park wishes shall be limited to U.S. parks only.
- ✓ A 6-night stay is required for all Walt Disney World® Resort wishes, inclusive of both Give Kids The World and off-property stays, except when a shorter stay is specifically requested by the wish family or indicated by the wish child's treating Health Care Professional, or when the chapter determines that a longer stay may be necessary due to extensive travel times or other extenuating circumstances. It shall not apply to other Central Florida destination wishes.
- ✓ Chapters shall also comply with the currently established per diem allotments for all Walt Disney World® Resort wishes as outlined in the Walt Disney World® Resort fact sheet on DailyWISH.
- ✓ Chapters shall not arrange or provide money for activities/excursions that involve the following:
 - 3-wheeled ATV
 - 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
 - personal watercraft for any child under the age of 16
 - snowmobiles for any child under the age of 16

Additionally, Make-A-Wish Illinois adheres to the following Disney World Wish Practices:

- ✓ Families are required to provide three separate date ranges for travel.
- ✓ A minimum of 30 days notice is required for planning Disney World wishes upon receipt of required paperwork and medical approval.
- ✓ When traveling domestically all adult passengers (18 and over) are required to show a U.S. federal or state-issued photo ID. Additionally, the name on the ID must match the name on their boarding pass. If a wish participant does not have a U.S federal or state-issued photo ID other acceptable forms of ID, approved by TSA, are listed on the www.tsa.gov/ website.
- ✓ While at Disney World, the family will stay at Give Kids the World Village (GKTW), unless otherwise stated.
- ✓ If GKTW does not have availability for the desired travel dates, the family will stay at a Disney Hotel or other nearby hotel. GKTW will arrange the accommodations for families who stay off-site. These families will still have access to GKTW and most of the GKTW amenities.
- ✓ No guarantees can be made on accommodations and/or flight options. Room type/size, flight itinerary and seat options are based on availability through the Make-A-Wish partnerships and the time of booking.
- ✓ The family will typically receive passes to the following theme parks: Magic Kingdom; Epcot; Animal Kingdom; Hollywood Studios; Universal Studios; and Sea World.
- ✓ Make-A-Wish will cover the expenses for travel and hotel accommodations, transportation to and from the airport, rental car or shuttle transportation, planned activities, gratuities if required, and medical equipment if needed.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenirs, activity money if not paid for in advance and miscellaneous travel expenses including checked baggage fees.
- ✓ Wishes to go to Walt Disney World do not include spending money for a "special activity" unless the essence of the child's wish cannot be fulfilled through in-kind offerings from the Orlando theme parks or Give Kids the World.
 - If the essence of the child's wish is to spend more time at the Universal Orlando Resort® rather than the Disney parks the child can choose to stay at Give Kids the World and will follow the Disney World Practices. Staying at a Universal Orlando Resort® hotel also remains an option, but the wish would be planned as an Other Domestic Travel Wish so please reference the Other Domestic Travel Wish practice.
 - If the child would like to swim with the dolphins, this would be considered an Other Domestic Travel Wish so please reference the Other Domestic Travel Wish practice.
 - If the child would like to visit LEGOLAND® and have a Master Builder experience, this would be considered an Other Domestic Travel Wish so please reference the Other Domestic Travel Wish practice.
 - Flight activities are not covered by Make-A-Wish insurance. As such, any flight activities (helicopter ride, paragliding) that are not the heart of the wish are prohibited. In the case where this type of activity is the heart of the wish, additional insurance will need to be secured and you would need to see the "Other Domestic Travel wish practice". Parasailing is allowed.
- ✓ Should a family want to extend their travel or add non-Make-A-Wish funded ("non-comp") Wish participants please see the Illinois Wish Granting General Wish Practices (under the Extending Wish Travel and Non-Comp sections) where it provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.

Approved - May, 2002
Revised – December, 2005 (travel dates, planning time)
Revised – July, 2009 (special activities limited to one)
Revised – October, 2010 (added notation about dolphin swims, added what is provided monetarily; acceptable id)
Revised – August, 2013 (Established amounts for spending money per MAWFA)
Revised – March, 2017 (Added National Wish Granting Performance Standard and Guidelines; Accommodations not guaranteed; Special Activity not included; Souvenir Money; Dolphin, LEGOLAND & Universal; Extensions)
Revised – January 2020 (activity limitations)
Revised – March 2020 (Parasailing is OK)

Disneyland Practices

Disneyland wishes are governed by the following National Wish Granting Performance Standard:

- ✓ Chapters shall not arrange or provide money for activities/excursions that involve the following:
 - 3-wheeled ATV
 - 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
 - personal watercraft for any child under the age of 16
 - snowmobiles for any child under the age of 16

Make-A-Wish Illinois adheres to the following Disneyland Wish Practices:

- ✓ The Wish Granters must explore the child's reasons for wishing to go to Disneyland before the wish will be approved. Because of existing partnerships with Give Kids the World and other Orlando area attractions, Disney World Wishes are considered to be better wishes. Additionally, some children do not understand that Disney World and Disneyland are two different parks. The Wish Granter should explain the differences in the two destinations to the Wish Child and let the child choose which s/he wants.
- ✓ The duration of a Disneyland Wish is six-days/five-nights.
- ✓ Families are required to provide three separate date ranges for travel.
- ✓ A minimum of 30 days is required for planning Disneyland wishes upon receipt of required paperwork and medical approval.
- ✓ When traveling domestically all adult passengers (18 and over) are required to show a U.S. federal or state-issued photo ID. Additionally, the name on the ID must match the name on their boarding pass. If a wish participant does not have a U.S. federal or state-issued photo ID other acceptable forms of ID, approved by TSA, are listed on the www.tsa.gov/ website.
- ✓ The family will receive 2-day passes to Disneyland, which include visiting California Adventure.
- ✓ The child may also choose to visit any of these area parks: Universal Studios, Sea World, Legoland, Knott's Berry Farm, Wild Animal Park, San Diego Zoo, etc. Typically, MAW will schedule one park per day (not including travel days).
 - If the child would like to visit Legoland and have a Master Builder experience, please see "Other Domestic Travel wish practice".
 - Flight activities are not covered by Make-A-Wish insurance. As such, any flight activities (helicopter ride, paragliding) that are not the heart of the wish are prohibited. In the case where this type of activity is the heart of the wish, additional insurance will need to be secured and you would need to see the "Other Domestic Travel wish practice". Parasailing is allowed.
- ✓ A car will be rented for the family's use while in California.
- ✓ No guarantees can be made on accommodations and/or flight options. Room type/size, flight itinerary and seat options are based on availability through the Make-A-Wish partnerships and the time of booking.
- ✓ Make-A-Wish will cover the expenses for travel and hotel accommodations, transportation to and from the airport, rental car or shuttle transportation, planned activities, gratuities if required, and medical equipment if needed.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenirs, activity money if not paid for in advance and miscellaneous travel expenses (including checked baggage fees).
- ✓ Should a family want to extend their travel or add non-Make-A-Wish funded ("non-comp") Wish participants please see the Illinois Wish Granting General Wish Practices (under the Extending Wish Travel and Non-Comp sections) where it provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.

Approved - May 2002

Revised – December 2005 (travel dates, planning time)

Revised – October 2010 (added what's provided monetarily; acceptable id)

Revised – August 2015 (Master Builder)
*Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines;
Accommodations not guaranteed; Souvenirs; Extensions)*
Revised – January 2020 (activity limitations)
Revised – March 2020 (parasailing is OK)

Education Practices

Make-A-Wish Illinois adheres to the following Education Wish Practices:

- ✓ If the child is choosing a traditional four year college or a private education, Make-A-Wish can only cover tuition costs and in most cases will not be able to cover the full tuition amount. If the wish child is uncomfortable with these limitations we suggest that the child choose an alternative wish.
 - Families can seek funding from alternate resources prior to the child committing his/her wish for this purpose (e.g., scholarship and grant programs).
- ✓ The child is responsible for gaining acceptance to the educational institution on his/her own merit. Make-A-Wish will not seek to influence the admissions officers.
- ✓ Wishes for higher education (accredited post-secondary programs) or private education (any accredited educational program that teaches children up through the 12th grade) include but are not limited to; four year state, private or community colleges/universities, technical schools, vocational schools or private schools through the 12th grade.
- ✓ Make-A-Wish requires proof of acceptance and/or enrollment prior to disbursing funds directly to the educational institution.
- ✓ Make-A-Wish will fund the cost of tuition up to \$10,000 over four years and will make payments each semester for \$1,250 (\$2,500 maximum per year).
 - If the wish child spends less than \$2,500 in a given year, it does not rollover to the next year.
 - This will not include books or room and board.
 - For programs less than four years, annual maximum will be reviewed on a case-by-case basis and determined during wish planning.
- ✓ Payments will be disbursed directly to the educational institution according to arrangements made with the educational institution on a case by case basis. Payment will be made in one lump sum when possible.
- ✓ Wish Granters should try to get the tuition (or percentage of) donated.
- ✓ It is customary to throw a small party for the wish child following the confirmation of the first payment to the school (cash budget not to exceed \$100).
- ✓ The wish experience should include a party for the child and his/her family. Up to \$100 may be spent on the party. An additional \$250 may be spent on college related gifts (e.g. school/dorm supplies, college logo clothing).
- ✓ Should a child want to defer their education wish until they are accepted to a certain educational institution or they complete the necessary course work to enroll, we can place the wish on discretionary hold, but the child must start school prior to his/her 20th birthday.
- ✓ In the event that the wish child needs to take a semester off from school, we can allow the child to take a leave of absence due to medical or other considerations. However,
 - We ask that the child let us know so we can update our records
 - There has to be a future plan for the following semester, and
 - A leave of absence will not be approved open-endedly
- ✓ In the event the wish child needs to drop out of school indefinitely, the family should notify the Associate Program Director immediately, and recognize that the wish will be considered complete at the time enrollment is discontinued.
- ✓ The wish is considered granted once the first check has been submitted to the educational institution, but will not be closed until the last tuition payment has been made. The Associate Program Director will send the family a tuition progress letter at the midway point and a completion letter once the last payment has been made.

Approved - August, 2001

Revised - September, 2002 (tuition cap)

Revised – May, 2006 (added private education)

Revised – July, 2009 (case-by-case review for programs less than four years)

Revised – August, 2012 (adjusted amounts; added types of education; added education definitions; added option to choose an alternate wish)

Revised – March, 2017 (deferral and leave of absence)

Electronics Practices

Make-A-Wish Illinois adheres to the following Electronics Wish Practices:

- ✓ The child must provide a list of the items s/he views as essential to the heart of the wish.
- ✓ A completed Electronics Worksheet must be completed by the wish granter and approved by the Wish Coordinator.
- ✓ An itemized budget (including possible in-kind/discounts) must be approved by the Wish Manager.
- ✓ Computers and computer equipment are permitted on a case-by-case basis in Entertainment Systems or Electronics Wishes if such equipment is required to fulfill the heart of the wish. If the computer itself *is* the heart of the wish, you should refer to Computer Practices instead.
- ✓ Example: a child wishes for multiple gaming systems (Xbox, Nintendo Switch, etc.), TV and small laptop
- ✓ If internet service is requested with the computer, the following additional practices will be followed:
 - It is the responsibility of the Wish Family to identify an internet service provider that best fits their needs.
 - If the family is unable to set up an internet provider on their own due to circumstances such as, but not limited to, no major credit, no phone line, etc. we will be unable to include internet as part of the wish.
 - The contract and account must be registered in the Wish Family's name.
 - MAW will cover the costs of the internet service for the first year, if the family does not already have it in their home. After 12 months, the cost of service is the responsibility of the wish family.
 - MAW will fund up to \$750 for up to one year of service (includes activation and equipment fees). The family will need to send MAW a copy of their first bill and upon receipt of that bill MAW will cut a check directly to the internet provider and provide the family with a copy.
 - A MAW Internet Service Agreement must be signed by the child's parent/guardian.
- ✓ Furniture necessary for the proper use of electronics items/entertainment systems (entertainment center) will be provided as part of the wish (cash budget not to exceed \$150).
- ✓ Video games, videos, dvds, cds, etc. should be provided as appropriate (cash budget not to exceed \$250).
- ✓ Total cash value of the wish must not exceed \$2,900. Budgets totaling more than this will be more heavily scrutinized to determine if all items are essential to the heart of the wish.

Approved - February 2002

Revised – July 2009 (computers permitted on case-by-case basis)

Revised – October 2010 (complete electronics wish worksheet)

Revised – January 2014 (added internet)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines; \$750 for internet)

Revised – August 2017 (Removed National Wish Granting Performance Standard and Guidelines)

Revised – May 2019 (added context example for computer with electronics)

Revised – August 2020 (reduced cash value)

Hawaii Practices

Hawaii Wishes are governed by the following National Wish Granting Performance Standard and Guidelines:

- ✓ The wish child must be at least 5 years old at time of departure for all wishes that involve travel to Hawaii (including Aulani, a Disney Resort and Spa).
- ✓ Chapters shall not arrange or provide money for activities/excursions that involve the following:
 - 3-wheeled ATV
 - 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
 - personal watercraft for any child under the age of 16
 - snowmobiles for any child under the age of 16

Additionally, Make-A-Wish Illinois adheres to the additional Hawaii Wish Practices:

- ✓ The child must clearly define why his/her wish is to go to Hawaii.
- ✓ The length of the trip will be seven days and six nights.
- ✓ Families are required to provide three separate date ranges for travel.
- ✓ A minimum of 60 days notice is required for planning Hawaii wishes upon receipt of required paperwork and medical approval.
- ✓ When traveling domestically all adult passengers (18 and over) are required to show a U.S. federal or state-issued photo ID. Additionally, the name on the ID must match the name on their boarding pass. If a wish participant does not have a U.S federal or state-issued photo ID other acceptable forms of ID, approved by TSA, are listed on the www.tsa.gov/ website.
- ✓ The Hawaii MAW Chapter will make the Wish arrangements. Wish Coordinator will work with Wish Granters to complete the Hawaii Wish Assist form and submit it to the Hawaii chapter.
- ✓ The child may choose to visit one island. Wishes whereby the essence requires travel to two islands will be reviewed on a case-by-case basis.
- ✓ The child may choose one to three activities.
- ✓ Make-A-Wish will cover the expenses for travel and hotel accommodations, transportation to and from the airport, rental car or shuttle transportation, planned activities, gratuities if required, and medical equipment if needed.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenirs, activity money if not paid for in advance and miscellaneous travel expenses (including checked baggage fees).
- ✓ No guarantees can be made on accommodations and/or flight options. Room type/size, flight itinerary and seat options are based on availability through the Make-A-Wish partnerships and the time of booking.
- ✓ Flight activities are not covered by Make-A-Wish insurance. As such, any flight activities (helicopter ride, paragliding, hot air balloon rides) that are not the heart of the wish are prohibited. In the case where this type of activity is the heart of the wish, additional insurance must be secured. Parasailing is allowed.

If the family has asked to stay at the **Disney Aulani Resort & Spa** in Hawaii the following practices will be followed:

- ✓ The child must clearly define why his/her wish is to go to the Disney Aulani resort in Hawaii as opposed to a Hawaii wish or Disney Wish.
- ✓ The length of the trip will be six days and five nights.
- ✓ Families are required to provide three separate date ranges for travel. Dates are submitted to and approved by the Aulani resort. Confirmation can take three to four weeks from submission.
- ✓ A minimum of 60 days notice is required for planning Disney Aulani wishes upon receipt of required paperwork and medical approval.
- ✓ When traveling domestically all adult passengers (18 and over) are required to show a U.S. federal or state-issued photo ID. Additionally, the name on the ID must match the name on their boarding pass. If a wish participant does not have a U.S federal or state-issued photo ID other acceptable forms of ID, approved by TSA, are listed on the www.tsa.gov/ website.
- ✓ The Hawaii MAW Chapter will make the Wish arrangements. Wish Coordinator will work with Wish Granters to complete the Hawaii Wish Assist form and submit it to the Hawaii chapter.

- ✓ The child will not be able to visit multiple islands.
- ✓ Wishes to go to Aulani, a Disney Resort and Spa do not include spending money for a “special activity” unless the essence of the child's wish cannot be fulfilled through in-kind offerings from the Disney Aulani Resort.
- ✓ Make-A-Wish will cover the expenses for travel and hotel accommodations, transportation to and from the airport, rental car or shuttle transportation, planned activities through the resort, gratuities if required, and medical equipment if needed.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenirs, activity money if not paid for in advance and miscellaneous travel expenses (including checked baggage fees).
- ✓ No guarantees can be made on accommodations and/or flight options. Room type/size, flight itinerary and seat options are based on availability through the Make-A-Wish partnerships and the time of booking.
- ✓ Should a family want to extend their travel we must obtain prior approval from Make-A-Wish Hawaii. For more information around extensions or adding non-Make-A-Wish funded (“non-comp”) Wish participants please see the Illinois Wish Granting General Wish Practices (under the Extending Wish Travel and Non-Comp sections) where it provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.

Approved - May, 2002

Revised - September, 2003 (planning time from 2 to 3 weeks)

Revised – August, 2004 (changed from 4 activities to 3 + a luau)

Revised – December, 2005 (travel dates, planning time)

Revised – July, 2009 (one island, one to three activities)

Revised – October 2010 (added what is provided monetarily)

Revised – August 2012 (added Disney Aulani information; acceptable forms of id)

Revised – March, 2017 (Added National Wish Granting Performance Standard and Guidelines;

Accommodations not guaranteed; Special Activity not included; Souvenirs; Extensions)

Revised – June 2019 (added helicopter restriction)

Revised – January 2020 (activity limitations)

Revised – March 2020 (parasailing is OK)

Hot Tub/Spa Practices

Hot Tub Wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.9 Pools, Hot Tubs and Spas:

- ✓ Chapters shall not grant wishes for in-ground pools, hot tubs and spas.
- ✓ Chapters shall not grant wishes for Swim Spas.
- ✓ In granting wishes for above-ground pools, hot tubs and spas, chapters shall comply with the following requirements:
- ✓ The wish family must be the homeowner or receive written approval from the landlord if the family rents/leases their home.
- ✓ Chapters must follow all local laws and ordinances, including all applicable laws in their territory related to obtaining permits, installing fencing and providing for other pool safety requirements.
- ✓ Chapters must require proof of premises liability insurance in the wish family's name prior to wish completion.
- ✓ Chapters must provide medically-necessary equipment/devices, such as ramps, lifts or high-limit sensors for heaters, as indicated by the wish child's Health Care Professional.
- ✓ Chapters must provide electrical hook-up and basic yard grading and preparation, within reason, and as may be required for proper installation.
- ✓ Reasonable yard preparation would include items such as basic ground leveling/grading, removal of sod, etc. Removal of trees or other structures, landscaping beyond the immediate pool area, etc. would be considered excessive ground preparation, and would not be included.

Additionally, Make-A-Wish Illinois adheres to the following Hot Tub/Spa Wish Practices:

- ✓ Make-A-Wish has an established relationship with Marquis Spas whereby we can purchase hot tubs/spas and accessories at reduced prices through our National office.
- ✓ Hot tub packages offered will be provided once wish paperwork is complete. If the wish child desires an alternate brand, the cash cost for the hot tub/spa and accessories should not exceed \$10,000.
- ✓ The hot tub/spa chosen should be based on the wish child's specifications only.
- ✓ Make-A-Wish will cover the cost (or can reimburse the family) for ground preparation and electrical work up to \$500. The wish family is responsible for anything exceeding \$500.
- ✓ Make-A-Wish will cover the cost of delivery and installation (including EZ-Pad or concrete, if needed).
- ✓ Make-A-Wish will cover the cost of medical adaptations to the hot tub/spa, only if the wish child's physician deems it necessary.
- ✓ Wish family will need to check with their homeowners' association or municipality to find out if there are size restrictions for hot tubs/spas or if a building permit is needed before the hot tub/spa can be ordered. Verification of permit requirements must be given to wish staff before hot tub/spa is delivered.
- ✓ If a building permit is needed it is the responsibility of the wish family to obtain.
- ✓ It is customary to throw a small (reveal) party for the wish child following the installation and filling of the hot tub (cash budget not to exceed \$100).

Approved – April, 2007

Revised – July, 2009 (revised budget based on Marquis Spas relationship)

Revised – October, 2010 (added MDI information, MAW can cover prep work up to \$500)

Revised – February, 2014 (added swim spas)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines; abbreviated swim spa information)

Revise – January 2020 (Swim Spas not allowed)

International Travel Practices

International wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.10 International and Cruise Wishes:

- ✓ For all international destinations and cruises that depart from outside of the United States: Wish child must be at least 7 years old at time of departure.
- ✓ All non-cruise international travel, inclusive of arrival, departure, and activities throughout the wish, shall be limited to a single country.
- ✓ Length of stay in the destination country or on the cruise ship (not including travel time to/from destination) shall be determined utilizing the following chart which indicates minimum and maximum stays for differing world regions, unless otherwise indicated by the child's authorizing Health Care Professional.

REGION/LOCATION	MINIMUM STAY	MAXIMUM STAY
North America	5 nights	9 nights
Latin America	5 nights	9 nights
Europe	5 nights	9 nights
Africa	7 nights	9 nights
Asia	7 nights	9 nights
Oceania/South Pacific	7 nights	9 nights
Cruises (not including Disney Cruises*)	5 nights	10 nights
International resorts (e.g., Atlantis, Beaches, Sandals)	4 nights	6nights

- ✓ Chapters shall provide approved wish participants with financial assistance in obtaining passports and visas, if requested.
- ✓ Chapters shall register all international wish family travel (not including ports of call on cruise wishes) with the State Department's Smart Traveler Enrollment Program at <https://step.state.gov/step/>
- ✓ Chapters shall notify Make-A-Wish International of all wish family travel involving overnight accommodations outside the United States and its territories via the International Wish Assist Portal.
- ✓ Chapters shall not grant wishes involving travel to countries listed on the U.S. State Department Travel Warning List at the time of request and/or travel, with the exception of a) cruise wishes as defined in the accompanying Guideline; and b) travel to resort areas of Mexico and other countries for which the U.S. State Department states there is no advisory or other warning in effect. Chapters may request a waiver of this standard from the Chapter Performance Committee for compelling requests.
- ✓ Chapters must communicate with the child's medical professional within 30 days prior to departure for all international and cruise wishes to confirm that the wish is still medically appropriate for the child, as planned. Documentation of this communication must be retained in the child's wish file.
- ✓ International Travel is defined as any land or sea destination outside of the United States and its territories.
- ✓ Chapters may only deviate from the minimum and maximum stays due to the wish child's medical requirements as indicated by the authorizing Health Care Professional, or due to a family preference for a shorter stay, as documented in the wish file.
- ✓ Celebrity wishes that take place in an international destination are not subject to the minimum international stay requirements.
- ✓ Chapters cannot assume that all family members are traveling on U.S. passports. Chapters should obtain copies of each family member's passport, and should thoroughly research the entry requirements of the destination country for each country of issuance prior to booking travel.
- ✓ Chapters shall not arrange or provide money for activities/excursions that involve the following:
 - 3-wheeled ATV

- 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
- personal watercraft for any child under the age of 16
- snowmobiles for any child under the age of 16

Additionally, Make-A-Wish Illinois adheres to the following International Wish Practices:

- ✓ As with all wishes, the child's physician must approve the wish concept. The destination's proximity to adequate healthcare facilities will be considered. If a wish child becomes ill while traveling in a foreign country, the Foundation shall not be responsible for coordinating any medical assistance. The child's wish granters are responsible for communicating this to the family.
- ✓ International travel and cruise wishes are NOT approved for children who require licensed nursing care during the wish, as stated by the child's physician.
- ✓ Wishes that involve travel to countries with a Travel Alert will be considered on a case by case basis.
- ✓ Only persons residing legally in the U.S. will be allowed to travel internationally on wish trips. Undocumented aliens who travel outside the U.S. run the risk of not being permitted back into the U.S. upon their return.
- ✓ The wish child's parent(s) or guardian(s) are responsible for obtaining valid passports, visas, proof of custody, proof of valid health insurance for travel in foreign countries, and any other documentation required for international travel. If the family is unable to cover the costs of passports and/or visas Make-A-Wish will cover those expenses.
- ✓ Copies of all necessary documentation must be provided to the Wish Staff before travel can be booked. The Wish Experience Architect is responsible for verifying that all necessary travel documents are present.
- ✓ Families are required to provide three separate date ranges for travel.
- ✓ A minimum of 60 days notice is required for planning International Travel wishes upon receipt of required paperwork and medical approval.
- ✓ The Wish Family will be provided with a current copy of the U.S. Country-specific information for the destination country.
- ✓ The length of time for a foreign destination wish shall be 8 days (excluding travel days). This is comparable to the duration of other travel wishes. The duration may be extended if the wish cannot be completed with comfort, safety, or quality to the child's wish.
- ✓ The Wish Child can choose to visit up to two cities within the 8 days.
- ✓ Travel to Canada, Mexico, Bahamas, and Caribbean shall be 6 days/5 nights. Typically, the Wish Child can choose one city to visit.
- ✓ Celebrity Wishes that require international travel to be fulfilled shall be 5 days /4 nights (excluding travel days) unless otherwise indicated by the National Sports & Celebrity Team.
- ✓ Activities will be planned based on the child's preferences, availability and cost.
- ✓ Make-A-Wish will cover the expenses for travel and hotel accommodations, transportation to and from the airport, rental car or shuttle transportation, planned activities, gratuities if required, and medical equipment if needed.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenirs, activity money if not paid for in advance and miscellaneous travel expenses (including checked baggage fees).
- ✓ Travel insurance is included for one parent and a child. Additional insurance, that includes trip cancelation and/or medical emergencies, will be included on a as needed basis.
- ✓ Should a family want to extend their travel or add non-Make-A-Wish funded ("non-comp") Wish participants please see the Illinois Wish Granting General Wish Practices (under the Extending Wish Travel and Non-Comp sections) where it provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.
- ✓ Flight activities are not covered by Make-A-Wish insurance. As such, any flight activities (helicopter ride, paragliding) that are not the heart of the wish are prohibited. In the case where this type of activity is the heart of the wish, additional insurance must be secured. Parasailing is allowed.

Approved - July, 2001
Revised - September, 2002 (Worldwide Warning)
Revised - September, 2003 (duration reduced from 10 days to 8)
Revised - February, 2004 (duration for destinations not requiring passport)
Revised - December, 2005 (travel dates, planning time)
Revised - July, 2009(60 days planning time required)
Revised - October, 2010 (added what is provided monetarily, added MDI information)
Revised - January, 2011(added how many cities can be visited)
Revised - August, 2012 (can visit two cities rather than three; note about activities; can cover passport fees)
Revised - March 2017 (Added National Wish Granting Performance Standard and Guidelines; Souvenirs; Extensions; Nursing Care; Travel Extensions)
Revised - June 2019 (Helicopter restriction)
Revised - January 2020 - Arrival, departure, and activities throughout the wish shall be limited to a single country; limitations on activities)
Revised - March 2020 (Parasailing is OK)

Medical Equipment & Medical Procedure Practices

Medical Equipment wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.4 Wishes for Medical Treatment:

- ✓ Medical equipment incidental to wish-related travel such as oxygen or respiratory equipment is appropriate.
- ✓ Non-invasive medical procedures refer to those types of procedures that are carried out without creating a break or incision in the skin; or when no contact with the mucosa or any internal body cavity is made. An invasive medical procedure on the other hand, refers to a type of procedure that involves invasion of the internal body by making a break or incision in the skin. Typically, invasive procedures can only be performed after an informed consent has been signed by the patient, parent or spouse.
- ✓ A minimally invasive procedure is a sub-type of invasive procedure that causes slight damage to tissues at the point of incision or insertion of a medical device or instrument. It should be noted that “minimally invasive” procedures are a sub-category of “invasive” procedures, and therefore, wishes for such procedures may not be granted.
- ✓ In the event there is an item being provided that is refurbished:
 - The purchase must be made from a reputable seller/dealer (e.g., not Craigslist, Facebook Marketplace, or any other online person-to-person sales site)
 - The family must be presented with options for both new and used items and chooses the refurbished item; or if purchase of a new item is cost-prohibitive for the chapter, comparative cost analysis between new and refurbished items, as well as documentation of board review must be retained in the wish file.
 - Refurbished items are prohibited for gifts of ATVs (for safety reasons) and hot tubs, spas, or other items for which hygiene may be a concern.

Additionally, Make-A-Wish Illinois adheres to the following Medical Equipment & Medical Procedure Wish Practices:

- ✓ The following criteria must be met to approve a wish involving medical equipment:
 1. Improves quality of life
 2. Non-life saving or sustaining
 3. Not a required piece of equipment as part of their medical treatment plan
- ✓ The following criteria must be met to approve a wish involving a medical procedure:
 1. Improves quality of life
 2. Non-life saving or sustaining
 3. Cosmetic related and non-invasive
- ✓ The Wish Child and/or the family (should the child be non-speaking) must provide a detailed description of the item or procedure s/he views as essential to the heart of the wish.
- ✓ At least three competitive bids must be received.
- ✓ Extra effort must be made to solicit in-kind contributions to support the Wish (documentation of efforts must be provided to the Wish Manager).
- ✓ A detailed budget must be submitted to and approved by the Wish Manager.
- ✓ The Wish Child/family is responsible for learning and understanding how to operate the equipment. For medical procedures, the Wish Child/family should understand what needs to be done before and after the procedure.
- ✓ The Wish Child/family is responsible for any ongoing maintenance of the equipment or any follow up appointments the medical procedure may require.
- ✓ The wish experience should include a party for the child and his/her family. Up to \$100 may be spent on the party.

In addition to the preceding practices, the following practices will be followed for these specific allowable medical equipment and medical procedure wishes:

Hospital Beds

- ✓ Depending on the type of hospital bed the Wish Child/family is requesting they may have to be comfortable with Make-A-Wish purchasing a refurbished hospital bed in order for us to stay within our budget.
- ✓ The cash cost should not exceed \$5,000.
- ✓ Depending on the specifics of the bed, other room redo items can be included if budget allows. Approval will need to be granted by your Wish Coordinator before additional items are purchased.

Wheelchair Van Lift/Conversion

- ✓ Make-A-Wish no longer grants wishes to convert a wish family's existing vehicle into a wheelchair accessible van.

Braces

- ✓ When selecting an orthodontist, Make-A-Wish can identify one for the family or the family can provide Make-A-Wish with their input. However, the final decision will be made by Make-A-Wish to ensure we can maximize in-kind donations.
- ✓ The cash cost should not exceed \$5,000.
- ✓ If the family needs assistance getting to and from their appointments Make-A-Wish can reimburse the family for travel expenses.
- ✓ Make-A-Wish will cover the cost of any pre-visits or post visits that are required but continued follow up appointments after the first 6 months will be the responsibility of the family.

Stair Lifts

- ✓ Approval for a stair lift depends on a licensed contractor/vendor indicating that a stair lift can fit with the family's current staircase and will not require extensive prep work.
- ✓ The family must:
 - Agree to allow work to be done in their home
 - Understand that projects of this nature can often take longer than anticipated
 - Understand their home may be in state of disarray during the project
- ✓ The cash cost should not exceed \$5,000.

Accessible Bathrooms

- ✓ The parent(s)/legal guardian(s) of the Wish Child must own the home in which the bathroom is being modified.
- ✓ Any applicable homeowners' association regulations must permit the project.
- ✓ The family must:
 - Agree to allow work to be done in their home
 - Understand that projects of this nature can often take longer than anticipated
 - Understand their home may be in state of disarray during the project
- ✓ The bathroom must be able to support the proposed changes and fit within our limitations.
- ✓ The addition and/or relocation of electricity, ventilation and cooling/heating systems, and/or major plumbing will NOT be allowed.
- ✓ Basic plumbing, the replacement of fixtures and the widening of doors CAN be included, but access points and fixtures must work with the existing configuration. Any additional accommodations to make the bathroom accessible will be considered on a case-by-case basis.
- ✓ The cash cost should not exceed \$5,000.

Wheelchair Ramps

- ✓ Before approving a wheelchair ramp the family must explore other funding agencies or government grants which help pay for these kinds of items.
- ✓ If the family does not qualify for such a program the following shall be considered:
 - ✓ The parent(s)/legal guardian(s) of the Wish Child must own the home in which the ramp is being installed.
 - ✓ Any applicable homeowners' association regulations must permit the project
 - ✓ The family must:

- Agree to allow work to be done in their home
 - Understand that projects of this nature can often take longer than anticipated
 - Understand their home may be in state of disarray during the project
- ✓ The cash cost should not exceed \$5,000.

Approved - December 2011

Revised – August 2012 (Accessible bathrooms and wheel chair ramps added)

Revised – August 2013 (Updated performance standard language)

Revised – March 2017 (No longer granting wheelchair van lift/conversions)

Revised – January 2020 (refurbished items)

Revised – August 2020 (flat 5k allotment across all examples)

Motorized Vehicle Customization (Vehicle Makeovers)

Vehicle Makeovers wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.15:

For wishes involving refurbishing of a child/family's motorized vehicle, chapters shall comply with the following requirements:

- ✓ The wish child, or parent when appropriate, must hold a current and valid driver's license at the time of delivery, and must submit to the chapter proof of vehicle ownership and insurance that satisfies the state minimum level for the vehicle.
- ✓ Prior to approving the wish, the vehicle must be in reasonable condition (defined as meeting Kelley Blue Book standard for "Fair" vehicle quality or higher) to allow a refurbishment to take place, and must be inspected by an independent mechanic.
- ✓ The refurbished vehicle must be registered and licensed in the wish family's name; meet and pass all state required safety and emissions tests.
- ✓ Work must be cosmetic in nature only, and may not involve mechanical or safety systems.

Additionally, Make-A-Wish Illinois adheres to the following Vehicle Makeovers Practices:

- ✓ The car's registration, title and insurance are the Wish Family's responsibility.
- ✓ The child or family must own, not lease, the car.
- ✓ The child must have a valid driver's license.
- ✓ The vehicle must be operational, registered, and licensed with the title in the wish family's name
- ✓ The car must be able to support the proposed refurbishment.
- ✓ State/local ordinances and any applicable regulations must permit the project.
- ✓ The scope of the work can include renovation, restoration and/or customization to the body and/or interior of the car.
- ✓ Work to be done must be prioritized by the wish child in order to assist in budget management.
- ✓ The Wish Family should be aware of the likelihood of downtime whereby the car will be unable to be used.
 - In the event that the family does not have an alternate mode of transportation while the work is being completed on their car, Make-A-Wish can cover the cost of a rental for up to one week.
 - The wish granters are encouraged to seek in-kind donation for the car rental.
 - Should the work taker longer than a one week time period, it will be the responsibility of the family to arrange alternate transportation.
- ✓ The car must have a Vehicle Identification Number (VIN).
- ✓ Total cash value of the wish must not exceed \$9,000.
- ✓ Extra effort must be made to solicit in-kind contributions to support the Wish (documentation of efforts must be provided to the Wish Manager).
- ✓ At least two competitive bids must be received.
- ✓ A detailed budget must be submitted to and approved by the Wish Experience Manager.
- ✓ It is customary to throw a small (reveal) party for the wish child and family following the completion of the vehicle makeover (cash budget not to exceed \$100).

Approved – April, 2007

Revised – July, 2009 (defined vehicle requirements and scope of work)

Revised – October, 2010 (MDI information)

Revised - August, 2012 (noted the limitations faced with this wish type)

Revised – August, 2015 (rental car and cost)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines, MAWFI cash value)

Revised- August 2017 (Removed National standard cash value amount)

Motorized Vehicle Practices

Motorized Vehicle wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.14 Motorized Vehicles.

Chapters shall not grant wishes for gifts of the following types of motorized vehicles:

- ✓ Vehicles that are capable of serving as primary modes of transportation; including, but not limited to, cars, vans, trucks, motorcycles and SUVs.
- ✓ Aircraft including, but not limited to, planes, powered paragliders, etc.
- ✓ Boats with a top speed higher than 30 miles per hour
- ✓ Vehicles designed for living; including, but not limited to, house boats, motor homes, etc.
- ✓ 3-wheeled ATVs
- ✓ 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
- ✓ Personal watercraft for any child under the age of 16

For children 16 or over, wishes involving the gift of 2 or 4-wheeled off-road or unlicensed vehicles may be granted only if:

- ✓ The wish child has a valid driver's license;
- ✓ The wish includes a helmet designed for motorcycle use, eye protection and protective reflective clothing; and,
- ✓ Flags, lights and reflectors are present on the vehicle.

For children 16 or over, wishes involving the gift of personal watercraft may be granted only if:

- ✓ The wish includes US Coast Guard-approved personal flotation device, and
- ✓ The wish child completes a safe boater course with specific information about personal watercraft prior to completion of the wish.

For children 16 or over, wishes involving the gift of snowmobiles may be granted only if:

- ✓ The wish includes proper instruction in the safe operation of a snowmobile through a recognized course, and
- ✓ The wish child provides proof of snowmobile licensure (if required by his/her state);
- ✓ The wish includes proper protective clothing, including helmet, goggles, and boots, and;
- ✓ The wish child/family is advised that snowmobilers should travel in groups of two or more and only on designated marked trails away from roads, waterways, railroads, and pedestrian traffic.

In the event there is an items being provided that is refurbished:

- ✓ The purchase is made from a reputable seller/dealer (e.g., not Craigslist, Facebook Marketplace, or any other online person-to-person sales site); and
- ✓ The family is presented with options for both new and used items and chooses the refurbished item; or if purchase of a new item is cost-prohibitive for the chapter, comparative cost analysis between new and refurbished items, as well as documentation of board review must be retained in the wish file.
- ✓ Refurbished items are prohibited for gifts of ATVs (for safety reasons) and hot tubs, spas, or other items for which hygiene may be a concern.

Chapters must also comply with the following requirements for any motorized vehicle wishes not specifically outlined above:

- ✓ If licensing requirements exist for the requested vehicle, chapters must ensure that the wish child, or a wish family member when appropriate, has, or is in the process of obtaining, appropriate licensure.
- ✓ Chapters must include related safety equipment/classes, when available, when granting the wish.
- ✓ Chapters must adhere to manufacturer recommendations for engine size based on the child's age, size and experience if such recommendations exist.
- ✓ Chapters shall not grant the wish if doing so would place the wish child in violation of state or local laws related to ownership and/or operation of the requested vehicle.

- ✓ Chapter shall obtain a Wish Safety Authorization Form – Part B or Wish Clearance Form indicating the Healthcare Provider has the opinion that the requested wish is medically appropriate for the wish child prior to approving the wish.

Additionally, Make-A-Wish Illinois adheres to the following Motorized Vehicle Wish Practices:

- ✓ Allowable motorized vehicles are limited to those listed below. Consideration will be given to requests for RMVs that are of similar purpose to those listed below and are not listed as a type of motorized vehicle we can fulfill.
- ✓ If the wish requires refurbishing a motorized vehicle, please review the Motorized Vehicle Customization Practice.
- ✓ The wish child's parents must consent to the wish child receiving and operating the motorized vehicle.
- ✓ The family must understand and accept responsibility for any permits, ongoing maintenance, licensing, storage, and other expenses that motorized vehicles ownership may require.
- ✓ When required (as noted below), the Wish Child family is responsible for attending and providing proof that the Wish Child has successfully completed a safety course arranged by Make-A-Wish.
- ✓ At least three competitive bids must be received
- ✓ Extra effort must be made to solicit in-kind contributions to support the Wish (documentation of efforts must be provided to the Wish Manager).
- ✓ A detailed budget must be submitted to and approved by the Wish Experience Manager
- ✓ If the RMV requires a title, the title must be issued to the Wish Child's parents/legal guardians unless the Wish Child is 18.
- ✓ Make-A-Wish will cover the taxes owed on the motorized vehicle.
- ✓ A budget of \$250 will be available for necessary safety gear and other accessories needed (in-kind should be used when possible)

In addition to the preceding practices, the following practices will be followed for these specific allowable motorized vehicles:

- ✓ **Boats**
 - Must include basic safety package (life vests)
 - Boats with a top speed higher than 30 miles per hour are not permitted
 - Trailer and trailer hitch are not included
- ✓ **Wave Runner and other Personal Watercraft (PWC):**
 - Total cash portion of wish should not exceed \$8,000 but can be approved up to \$10,000 on a case by case basis.
 - Must include basic safety package
 - The engine of the wave runner or personal watercraft must be less than 25hp.
 - Trailer and trailer hitch are not included
- ✓ **Dirt Bike and other All Terrain Vehicles (ATV):**
 - Purchasing refurbished ATVs will not be permitted.
 - Total cash portion of wish should not exceed \$8,000.
 - Must include basic safety package
 - Trailer and trailer hitch are not included
 - Side-by-side ATVs will be considered on a case by case basis (if approved the budget should not exceed \$13,000)
- ✓ **Scooter/Moped:**
 - Per Illinois law, a wish child must be at least 16 years old and have a valid driver's license
 - Total cash portion of wish should not exceed \$5,000.
 - Must include basic safety package
- ✓ **Snowmobile**
 - Total cash portion of wish should not exceed \$8,000 but can be approved up to \$10,000 on a case by case basis.
 - Must include basic safety package

- Trailer and trailer hitch are not included
- ✓ **Segway (Electric Personal Assistive Mobility Device)**
 - The wish child must adhere to manufacturer recommendations for engine size based on the child's age, size and experience if such recommendations exist.
 - Total cash portion of wish should not exceed \$7,000.
 - Must include basic safety package
- ✓ **Pop-Up Trailers/Campers**
 - Family must already have a van, truck or SUV that has the capabilities to pull the camper
 - Total cash portion of wish should not exceed \$6,000 but can be approved up to \$8,000 on a case by case basis.
 - Hitch is not included
- ✓ **Travel Trailers/Campers**
 - Family must already have a van, truck or SUV that has the capabilities to pull the camper
 - Hitch is not included
 - MAWI will provide families with the Coleman Coleman Lantern 17B camper from Camping World. Exceptions are allowed if this camper does not meet sizing needs for the family (e.g., due to number of family members, medical equipment, etc.).
- ✓ **Golf Cart**
 - Total cash portion of wish should not exceed \$6,000 but can be approved up to \$8,000 on a case by case basis.
 - Low Speed Vehicle Golf Carts (street legal) will not be permitted
 - Golf carts with two forward facing seats (total seating 4) or two forward facing seats and one rear seat (total seating 6) will not be permitted
 - It is strongly recommended that a child choose an electric powered golf cart verses a gas-powered golf cart as an added safety precaution
 - If a second seat is added to the rear of the golf cart to allow for four passengers a grab-bar accessory must be included for added safety
 - Trailer and trailer hitch are not included
 - Must include basic safety package

Approved - October 2003

Revised – April 2007 (minimum age requirement for ATV and dirt bike is 16)

Revised – October 2010 (added pop-up campers, removed hitch trailer amount)

Revised – August 2012 (will cover taxes)

Revised – December 2012 (golf carts added)

Revised – August 2013 (Updated Performance Standard language added)

Revised – January 2014 (added travel trailers and updated age restrictions)

Revised – August 2015 (updated costs)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines; Updated costs)

Revised- September 2017 (Updated standard wish costs)

Revised – January 2020 (no 3-Wheel ATV, must be 16, refurbished items)

Revised – August 2020 (No trailer or hitch; boat speed restriction)

Revised – September 2022 (updated camper practices, removed limit on boat price)

Other Domestic Travel

Other Domestic Travel wishes are governed by the following National Wish Granting Performance Standard:

- ✓ Chapters shall not arrange or provide money for activities/excursions that involve the following:
 - 3-wheeled ATV
 - 2 or 4-wheeled off-road or unlicensed vehicles for any child under the age of 16; with the exception of golf carts
 - personal watercraft for any child under the age of 16
 - snowmobiles for any child under the age of 16

Make-A-Wish Illinois adheres to the following Other Domestic Travel Wish Practices:

- ✓ The child must clearly define why his/her wish is to travel to that specific location.
- ✓ The length of the trip will be six days and five nights.
- ✓ Families are required to provide three separate date ranges for travel.
- ✓ A minimum of 30 days notice is required for planning other travel wishes upon receipt of required paperwork and medical approval.
- ✓ When traveling domestically all adult passengers (18 and over) are required to show a U.S. federal or state-issued photo ID. Additionally, the name on the ID must match the name on their boarding pass. If a wish participant does not have a U.S federal or state-issued photo ID other acceptable forms of ID, approved by TSA, are listed on the www.tsa.gov/ website.
- ✓ The MAW Chapter located where the child will be visiting (host chapter) will make the arrangements. The Wish Coordinator will work with Wish Granters to complete the Wish Assist form and submit it to the appropriate MAW chapter.
- ✓ The child may only choose to visit one state. Wishes whereby the essence requires travel to two states will be reviewed on a case-by-case basis.
- ✓ Make-A-Wish will cover the expenses for travel and hotel accommodations, transportation to and from the airport, rental car or shuttle transportation, planned activities, gratuities if required, and medical equipment if needed.
- ✓ No guarantees can be made on accommodations and/or flight options. Room type/size, flight itinerary and seat options are based on availability through the Make-A-Wish partnerships and the time of booking.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, souvenir money for the wish child, activity money if not paid for in advance and miscellaneous travel expenses (including checked baggage fees).
- ✓ Should a family want to extend their travel or add non-Make-A-Wish funded (“non-comp”) Wish participants please see the Illinois Wish Granting General Wish Practices (under the Extending Wish Travel and Non-Comp sections) where it provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.
- ✓ Activities will be planned based on the child’s preferences, availability and cost.
 - Flight activities are not covered by Make-A-Wish insurance. As such, any flight activities (helicopter ride, paragliding) that are not the heart of the wish are prohibited. In the case where this type of activity is the heart of the wish, additional insurance will need to be secured. Parasailing is allowed.
 - Swimming with dolphins is a popular activity request and there are a few ways we can grant the wish.
 - If the essence of the child’s wish is to swim with dolphins we would want to plan a more in-depth experience; this would include the entire family and would offer a more robust experience with the dolphins. A few examples include the swim-with-dolphins experience at Discovery Cove in Orlando, FL, the “Dolphins In Depth Tour” at Epcot, and Island Dolphin Care in the Florida Keys for special needs kids. Your Wish Manager will be able to provide a complete list of the options available.
 - If the experience should take place in the Orlando area, this experience is not to be considered a “special activity” for a Disney World wish.
 - If swimming with the dolphins is chosen as an activity and it is NOT the main focus of the wish, a swim with the dolphin activity can typically be arranged within one of the following wish types:
 - Hawaii, Atlantis, and Cruises (please see to the appropriate practice)
 - What is planned may be based on availability and may be limited to the wish child and one adult.

- Children who wish to go to Universal Orlando Resort® can choose to stay at the Universal Orlando Resort® or a nearby hotel/resort in the Orlando area. The child would receive a two-day pass hopper to the Universal Orlando Resort, one day pass hopper to a Disney Park of their choice with one free day.
 - Staying at Give Kids the World also remains an option, but in that case the wish would be planned as a Disney World Wish so please reference the Disney World Wish practice.
- Master Builder Experience is another popular activity request. If the essence of the child's wish is to visit Legoland, but also have personal one-on-one time with a Master Builder this can happen either in Orlando, FL or Carlsbad, CA, but would not be combined with a Disney World or Disneyland wish.

Approved – October, 2001

Revised – September, 2012 (acceptable forms of id)

Revised – January, 2014 (added dolphin practice)

Revised – August, 2017 (Accommodations not guaranteed; Dolphin details updated; Souvenir Money; LEGOLAND & Universal details; Extensions)

Revised – June 2019 (Helicopter restriction)

Revised – January 2020 (activity limitations)

Revised – March 2020 (parasailing is OK)

Party Practices

Make-A-Wish Illinois adheres to the following Party Wish Practices:

- ✓ A completed Party Worksheet must be completed by the Wish Granter and approved by the Wish Coordinator.
- ✓ The child's Wish Granters will be responsible for acquiring a completed guest list and submitting it to the Wish Coordinator.
- ✓ The theme, location, and participants should be determined by the wish child and be in line with the essence of the child's wish (e.g. graduation)
- ✓ The location of the party must be local – within the state of Illinois.
- ✓ Limousine transportation will be provided for the wish child to and from the party location.
- ✓ Make-A-Wish will not be responsible for transportation of participants other than the wish child and his/her immediate family residing in the same home, unless otherwise approved by the Make-A-Wish office.
- ✓ Make-A-Wish will not provide alcohol for adult guests attending the party. If the family would like to provide alcoholic beverages to their adult guests of legal drinking age they must choose a venue with a cash bar option and it would be the responsibility of the family.
- ✓ If the party involves a contract with a facility, the contract must be signed by the Vice President of Mission Delivery.
- ✓ The child's Wish Granters are responsible for attempting to secure in-kind donations of the facility, food, entertainment, etc. Documentation of in-kind attempts should be submitted to the Wish Coordinator with the Wish budget.
- ✓ A complete budget must be approved by the Wish Manager.
- ✓ Hotel accommodations for a night for the wish child and immediate family will be considered if it is appropriate in order to fulfill the essence of the wish.

Approved - August, 2001

Revised - September, 2003 (70 counties)

Revised – February, 2006 (Removed liability release requirement)

Revised – July, 2009 (local – within the state of Illinois)

Revised – October, 2010 (party worksheet must be completed)

Revise – August, 2014 (alcohol not provided)

Philanthropic Wish Practices (I Wish To Give)

Philanthropic Wish wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.17 Philanthropic Wishes:

- ✓ When a donation is made directly to a charity, a cash donation of \$5,000 shall be used.
- ✓ When the wish includes community involvement (e.g., building a community playground, purchasing sports equipment for the local high school, providing meals/gifts for local hospital staff, etc.), the total cash value of the wish must not exceed \$10,000.
- ✓ Wishes to “honor” an individual shall not include any non-local travel, and may not involve celebrities or utilize national in-kind/discount programs without prior written National Office approval.

Additionally, Make-A-Wish Illinois adheres to the following Philanthropic or “I wish to Give” Wish Practices:

- ✓ The child's chosen charity should be researched to ensure it is a legitimate organization. A review of the charity's financials must be completed by the Foundation's CEO and COO.
- ✓ The Wish Coordinator must complete the “I wish to give” Checklist.
- ✓ The Director of Program Services must review the MAWFA “I wish to Give” Toolkit.
- ✓ If the child chooses to make a cash donation to his/her chosen charity, additional budget (up to \$500) is available to plan a celebration for the wish child.
 - If this option is chosen, Wish Granters should take efforts to ensure the celebration of the wish contributes to fulfilling the essence of the wish.
- ✓ If the child wants to hold a fundraising event, the Party budget will be followed and all proceeds will be given to the child's chosen charity.
 - The location of the event must be local – within the state of Illinois.
 - Limousine transportation will be provided for the wish child to and from the event location.
 - Make-A-Wish will not be responsible for transportation of participants other than the wish child and his/her immediate family residing in the same home, unless otherwise approved by the Make-A-Wish office.
 - If the event involves a contract with a facility, the contract must be signed by the Director of Program Services.
 - The child's Wish Granters are responsible for attempting to secure in-kind donations of the facility, food, entertainment, etc. Documentation of in-kind attempts should be submitted to the Wish Coordinator with the Wish budget.
 - A complete budget must be approved by the Wish Manager.
 - Hotel accommodations for a night for the wish child and immediate family will be considered if it is appropriate in order to fulfill the essence of the wish.

Approved – July, 2009

Revised – October, 2010 (complete checklist, review MAWFA Toolkit)

Revised – March, 2017 (Added National Wish Granting Performance Standard and Guidelines; Practice renamed to Philanthropic Wishes)

Playhouse or Play Set Practices (Backyard Structures or Makeovers)

Playhouse or Play Set Practices (Backyard Structures or Makeovers) wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.19 Backyard Structures. For wishes involving makeovers of a wish child's yard or installation of a backyard structure, chapters shall comply with the following requirements:

- ✓ The wish family must be the homeowner or receive written approval from the owner of the home.
- ✓ Chapters must follow all local laws and ordinances, including all applicable laws in their territory related to obtaining permits.
- ✓ Chapters must require proof of premises liability insurance in the wish family's name prior to wish completion.
- ✓ Chapters must comply with the following requirements for all playhouse and treehouse wishes:
 - Work is restricted to single story construction (lofts or elevated structures are permitted) and may not result in construction of a permanently habitable space.
 - Mechanical lifts are not permitted; however wheelchair ramps are permitted.
- ✓ Wishes for sport courts are limited to half courts only.
- ✓ In the event there is an item being provided that is refurbished:
 - The purchase must be made from a reputable seller/dealer (e.g., not Craigslist, Facebook Marketplace, or any other online person-to-person sales site)
 - The family must be presented with options for both new and used items and chooses the refurbished item; or if purchase of a new item is cost-prohibitive for the chapter, comparative cost analysis between new and refurbished items, as well as documentation of board review must be retained in the wish file.
 - Refurbished items are prohibited for gifts of ATVs (for safety reasons) and hot tubs, spas, or other items for which hygiene may be a concern.

Additionally, Make-A-Wish Illinois adheres to the following Playhouse or Play Set Practices (Backyard Structures or Makeovers) Wish Practices:

- ✓ An itemized budget (including possible in-kind/discounts) must be approved by the Wish Manager.
- ✓ Playhouse or play set chosen should be based on the wish child's specifications only.
- ✓ Cash budget for the playhouse or play set, including accessories and decorations based on the wish child's desires, should not exceed \$5,000.
- ✓ There is an additional budget available to cover the cost of delivery and assembly.
- ✓ Make-A-Wish can provide basic yard grading and preparation, within reason, up to \$1000 if required for proper installation of the requested wish elements. Reasonable yard preparation would include items such as basic ground leveling/grading, removal of sod, etc. Removal of trees or other structures, landscaping beyond the area identified for the wish, etc. would be considered excessive ground preparation, and would not be included. The wish family is responsible for anything exceeding \$1000.
- ✓ Basic resilient groundcover for safety purposes may be included, if desired (i.e. mulch). Rubber mulch, playground tiles, and fencing would be considered excessive and would not be included.
- ✓ Wish family will need to check with their homeowners' association or municipality to find out if there are size restrictions for playhouses/play sets or if a building permit is needed before playhouse/play set can be ordered. Verification of permit requirements must be given to wish staff before playhouse/play set is delivered.
- ✓ Electrical outlets may not be built into the structure. No other utilities may be built into the structure such as plumbing or gas.
- ✓ If a building permit is needed it is the responsibility of the wish family.
- ✓ It is customary to throw a small (reveal) party for the wish child following the installation of the play set or playhouse (cash budget not to exceed \$100).

Approved – December, 2005

Revised – July 2009 (combined playhouse and play set practices)

Revised – November 2010 (MAW can cover ground prep work up to \$1500)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines)

Revised – August 2017 (Adjusted landscaping and yard grading guidelines)

Revised – January 2020 (refurbished items)

Revised – August 2020 (Rubber mulch, playground tiles, & fencing are not included; landscaping down to 1k)

Room Redecoration Practices

Room redo wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.13 Remodeling Wishes. For wishes involving remodeling of a living space within the wish child's home, chapters shall comply with the following requirements:

- ✓ The wish family must be the homeowner or receive written approval from the landlord if the family rents/leases their home.
- ✓ Chapters shall not grant a wish involving capital improvements that adds livable square footage to a home, changes the exterior footprint of the home, or that directly changes the tax basis of the home.
- ✓ Chapters should refer to local laws and regulations for assistance with the interpretation of "livable square footage" and tax implications.
- ✓ Chapters must follow all local laws and ordinances, including all applicable laws in their territory related to obtaining permits and inspections.
- ✓ In the event there is an item being provided that is refurbished:
 - The purchase must be made from a reputable seller/dealer (e.g., not Craigslist, Facebook Marketplace, or any other online person-to-person sales site)
 - The family must be presented with options for both new and used items and chooses the refurbished item; or if purchase of a new item is cost-prohibitive for the chapter, comparative cost analysis between new and refurbished items, as well as documentation of board review must be retained in the wish file.
 - Refurbished items are prohibited for gifts of ATVs (for safety reasons) and hot tubs, spas, or other items for which hygiene may be a concern.

Additionally, Make-A-Wish Illinois adheres to the following Room Redo Wish Practices:

- ✓ The family must agree to allow the redecoration to occur in their home and understand the implications of the project:
 - Utility bills may increase (depends on decorations)
 - Redecoration projects often take longer than expected
 - Home may be in a state of disarray during the project
- ✓ A completed Room Redo Worksheet must be completed by the wish granter and approved by the Wish Coordinator.
- ✓ A room redo checklist should be provided to the wish granter by the wish experience architect.
- ✓ A room redo letter of understanding should be sent to the wish family.
- ✓ A complete budget must be approved by the Wish Manager.
- ✓ Wish Granters are responsible for soliciting in-kind donations to support the project. Documentation of efforts must be submitted to the Wish Coordinator with the budget.
- ✓ If using 3rd-party requiring a contract, the contract must be signed by the Director of Program Services. All contracts must include a price guarantee and a reasonable start and end date.
- ✓ If the budget is likely to exceed \$4,000, at least one competing bid must be submitted to the Wish Coordinator for approval.
- ✓ Double-Wish situations must not be created. A redecoration wish should not include items that would otherwise be considered a wish in their own right.
- ✓ The inclusion of electronics items can be included, but will be reviewed on a case-by-case basis to ensure that they are essential to the heart of the wish.
- ✓ Minor repair or cosmetic updates such as, but not limited to, hole patching, basic electric work, plastering, window replacement, adding closets, minor dry wall, and widening/narrowing of doors can be included in a room redo.
 - It is important to note to the family that if the work is extensive it may impact what other items the child can include in the room redo.
 - Projects involving structural changes, addition and/or relocation of electricity, ventilation and cooling/heating systems, and/or plumbing will not be allowed. Basic electrical work can be included, but access points and fixtures must work with the existing configuration.
 - Make-A-Wish will review the type of work that needs to be done and if it is deemed to be construction the child will be asked to forgo that aspect of the room redo or select an alternative wish.
 - Extra effort must be made to solicit in-kind contributions to support the minor repair or cosmetic updates (documentation of efforts must be provided to the Wish Manager).

Approved - May, 2002

Revised – July, 2009 (electronics to be included on a case-by-case basis)

Revised – October, 2010 (complete room redo worksheet, send checklist to wish granters, letter of understanding to family, budget not to exceed by \$4,000)

Revised – August, 2012(noted the limitations faced with this wish type; added minor repair options; removed note about construction wishes)

Revised – March 2017 (Added National Wish Granting Performance Standard and Guidelines)

Revised – January 2020 (refurbished items)

Shopping Spree Wish Practices

Shopping Spree wishes are governed by the following National Wish Granting Performance Standard and Guidelines WG 3.11 Shopping Sprees:

- ✓ Chapters shall comply with the currently established Shopping Spree Spending Money structure as outlined in the Shopping Spree Fact Sheet on DailyWISH (also listed below).
- ✓ The amount of spending money the child receives is determined by the child's age range at the time of the shopping spree:

Wish Child's Age Range	(Temporary) Standard Allotment
2.5-6	\$2,000
7-12	\$3,000
13-17	\$4,000
18+	\$4,500

As of May 21, 2020, the fund allotments noted above for shopping spree wishes have been temporarily adjusted and the new allotments will be utilized for the duration of the coronavirus pandemic. As the organization emerges from the crisis an assessment will be completed to determine whether to revert to the prior spending allotment structure, retain the current structure or make additional changes.

Additionally, Make-A-Wish Illinois adheres to the following shopping spree wish practices:

- ✓ The child will determine where the wish will take place. If the child does not know where s/he would like the spree to take place, the Wish Granters should advise the child based on what the child would like to purchase.
- ✓ If the child is requesting to stay overnight due to medical reasons or due to the distance of the shopping area from the family's home MAW will consider covering meal money for the evening and travel and hotel accommodations but each request will be considered on case by case basis and the shopping spree allotment will be reduced by 20%.
- ✓ The child should be encouraged to make a list of items s/he would like to purchase on the spree. The Wish Granters should use this list to set realistic expectations with the child.
- ✓ Sibling of the Wish Child 18 years of age or younger, who participates in the wish, will receive \$50 to spend on the spree.
- ✓ Wish Granters or a wish type expert is required to solicit in-kind donations from the shopping center/mall prior to the Wish date.
- ✓ MAWFI does not grant international shopping spree wishes.
- ✓ The Wish Granters or Wish Type Expert should make meal accommodations for the shopping day (additional \$20 per person, including wish granters).
- ✓ All spending money is to remain in the Wish Granters' possession at all times throughout the shopping spree. After the shopping spree, Wish Granters should destroy the credit card and mail all receipts to the Make-A-Wish office. Any unused money on the card will be refunded to MAW immediately following the wish. Please note: cash should not be given to the wish family. If not all wish list items are able to be purchased the day of the shopping spree, Wish Granters should either purchase/deliver the remaining items at a later date or purchase a gift card for the appropriate store to give to the wish family.
- ✓ Wish Granters should use their own discretion in deciding if the child should know the amount of money s/he can spend on the spree.
- ✓ The items purchased by the wish child should be age appropriate, consistent with National performance standards, and not used to purchase prohibited wish types, but otherwise unrestricted.

Travel Shopping Sprees:

- ✓ If the shopping destination is out of the MAWI territory, the trip will last three days. The child will receive a decreased amount of spending money for the spree.

Wish Child's Age Range	(Temporary) Standard Allotment
2.5-6	\$1,000
7-12	\$1,500
13-17	\$2,000
18+	\$2,250

- ✓ Each sibling of the Wish Child under the age 18, who participates in the wish, will receive \$50 to spend on the spree.
- ✓ The Wish Granters will not attend the shopping spree and MAW will coordinate the travel details of the trip.
- ✓ When traveling domestically all adult passengers (18 and over) are required to show a U.S. federal or state-issued photo ID. Additionally, the name on the ID must match the name on their boarding pass. If a wish participant does not have a U.S federal or state-issued photo ID other acceptable forms of ID, approved by TSA, are listed on the www.tsa.gov/ website.
- ✓ MAWFI does not grant international shopping spree wishes.
- ✓ Wish Granters are not allowed to solicit in-kind donations for travel shopping sprees without prior approval from their wish coordinator.
- ✓ Make-A-Wish will cover the expenses for travel and hotel accommodations, transportation to and from the airport, rental car or shuttle transportation, planned activities, gratuities if required, and medical equipment if needed.
- ✓ No guarantees can be made on accommodations and/or flight options. Room type/size, flight itinerary and seat options are based on availability through the Make-A-Wish partnerships and the time of booking.
- ✓ Make-A-Wish will provide cash on a pre-paid credit card for meals, activity money if not paid for in advance and miscellaneous travel expenses (including checked baggage fees).
- ✓ The items purchased by the wish child should be age appropriate, consistent with National performance standards, and not used to purchase prohibited wish types, but otherwise unrestricted.
- ✓ Should a family want to extend their trip at their own expense, they will need the permission of the assisting (host) chapter. The Wish Granting General Wish Practices (under the Extending Wish Travel section) provides greater detail as to what Make-A-Wish can and cannot do, which should be carefully reviewed with the family.

Approved - May, 2002

Revised – March, 2004 (removed adult allowance)

Revised – Oct, 2004 (no international shopping spree)

Revised – Sept, 2006 (changed spending amounts)

Revised – July, 2009 (cash should not be given to the family)

Revised – October, 2010 (extra details on travel sprees, no cars, no rent/property, 18 or younger for sibling spree money, overnight policy, added what is provided monetarily for travel sprees, added MDI information)

Revised – September, 2012 (added acceptable id for travel sprees)

Revised – March, 2017 (Added National Wish Granting Performance Standard and Guidelines; Accommodations not guaranteed; Extensions)

Revised - August, 2020 (COIVD allotments; reduced spree amount for one overnight stays)

Visa/ Reverse Travel Wish Practices

Make-A-Wish Illinois adheres to the following Visa/Reverse Travel Wishes:

- ✓ Reverse travel wishes which consists of bringing family member(s), temporarily from another state or country, here to Illinois to visit with the wish child and his/her family.
- ✓ If the visiting family member(s) require a visa we can provide support letters to help them obtain their visas, if needed.
- ✓ Make-A-Wish will secure all travel arrangements for the visiting immediate family or up to four people.
- ✓ Make-A-Wish can book a maximum length trip of 25 days from the original date of the visa.
- ✓ Hotel expenses (if needed) and meal money for the visiting family member(s) will be provided for either six or eight days, depending on the originating country of the visitors.
- ✓ Make-A-Wish will provide activity money or pre-arrange activities for the wish family and visiting family.
- ✓ All parties must travel together unless there are extenuating circumstances, and then the return date must be the same.
- ✓ If the visiting family member(s) would like to change the return date on their airline tickets, the family will be responsible for the change.
- ✓ Make-A-Wish can reimburse the visiting family for passport and/or visa fees if there is financial need.
 - ✓ If the visiting family is unable to obtain a visa on their own or has been previously denied a travel visa Make-A-Wish can attempt to work with the Illinois U.S Senators office to try and secure travel visas for the visiting immediate family or up to four people.
 - ✓ It is the responsible of the visiting family member(s) to obtain passports, review the Department of State's website regarding visitor visas, and schedule an appointment with the US Embassy or Consulate closest to them.
 - ✓ The visiting family member(s) must provide Make-A-Wish with their Visa appointment confirmation number, date, and time.
 - ✓ Make-A-Wish will provide support letters but is unable to expedite the visa process and cannot guarantee the visiting family member(s) will be approved for a visa.
 - ✓ Make-A-Wish must be given a copy of the visa once it is obtained.
 - ✓ If there is a medical rush, a visa wish will be discouraged due to the planning time required.

Approved –April, 2007

Revised – July, 2009 (visas are for family traveling from other countries)

Revised – September, 2014 (added more reverse travel information)