

Frequently Asked Questions

FACTS FOR DONORS

- ★ Each year, Make-A-Wish® Michigan needs more than 80 million airline miles on average to grant wishes.
- ★ **USE OF MILES:** Airline miles are used for wish family travel only. Make-A-Wish staff cannot use miles for travel, nor can they be used for the airfare of a wish granter or a volunteer accompanying the family.
- ★ **DUE TO EXPIRE:** Once the miles are donated, they will never expire.
- ★ **OTHER AIRLINES:** To donate for airlines other than the five listed, such as Allegiant, please work directly with Make-A-Wish Michigan.
- ★ **CASH VOUCHERS:** To donate cash vouchers, please work directly with Make-A-Wish Michigan. If the voucher states it cannot be transferred we are not able to accept it.
- ★ **TAX DEDUCTION:** Airline miles are not tax deductible because they are a gift from the airline to the donor. When a donor donates their miles to charity it is a transfer of the in-kind gift. Since miles have zero value until the time of booking the tax deductible credit would still be \$0.

QUESTIONS ABOUT A DONATION?

DELTA & UNITED

- ★ **TIME FRAME:** If the donor completed their donation on michigan.wish.org it will be processed within 30-45 days. Donations are sent once a month to the airlines after the month has closed.
- ★ **CANCEL OR UPDATE:** Please email the details of the donation to wishesinflight@wish.org prior to month end.
- ★ Donations cannot be canceled once remitted by the airline.

JETBLUE, SOUTHWEST & AMERICAN

- ★ The donor must contact the airline directly.
- ★ Donations are processed instantly since they are required to log into their account.

NATIONAL AIRLINE PROGRAMS

DELTA | [Donate on michigan.wish.org/wishesinflight](https://michigan.wish.org/wishesinflight)

- ★ If a donor made their donation directly through Delta.com they will need to contact Delta for questions. The only donations that we can verify are donations made directly through michigan.wish.org.
- ★ If the donation is made directly through the airline, the miles cannot be designated to a specific chapter.
- ★ We cannot accept SkyBonus Points. This is a separate program that allows businesses to earn both miles and points and Delta does not allow these to be donated to charity.

UNITED | [Donate on michigan.wish.org/wishesinflight](https://michigan.wish.org/wishesinflight)

- ★ If a donor made their donation directly through United.com they will need to contact United for questions. The only donations that we can verify are donations made directly through michigan.wish.org.
- ★ If the donation is made directly through the airline, the miles cannot be designated to a specific chapter.

JETBLUE | www.jetblue.com

- ★ Donors can only donate to Make-A-Wish America and the donation must be completed on the airline website. We are not able to designate the Michigan chapter as the recipient.

SOUTHWEST | www.southwest.com

- ★ Donors can only donate to Make-A-Wish America and the donation must be completed on the airline website. We are not able to designate the Michigan chapter as the recipient.

AMERICAN | www.aa.com

- ★ Donors can only donate to the Well-Being program through American Airlines which benefits multiple children's charities, including Make-A-Wish America.
- ★ Make-A-Wish America receives a large corporate gift from this program and we encourage donors to donate regardless of the fact that they cannot designate Make-A-Wish as their charity of choice.