



Virtual Entertainment & Sports Wish Letter of Understanding

Make-A-Wish is excited to pursue a virtual wish for your child, _____, to _____. To help make the wish process a fun-filled and memorable experience, we want to share some important details that make **virtual** Entertainment & Sports wishes unique.

A virtual wish can be pursued **in place of** an in-person experience, should travel not be possible or preferred. With the support of technology, your child's wish can take place from the comfort of where you currently reside. Before you choose to move forward with a virtual wish, please review the following frequently asked questions:

What are the different types of virtual wishes? Virtual wishes can include a phone call, video call or video message.

Can you guarantee my child's wish can be granted virtually? We are happy to explore options to grant your wish virtually; however, there may be times when we are unable to for reasons outside our control. When this is the case, or when our efforts have exceeded 12 months, we will ask for your understanding and request that your child select an alternate wish.

If my child has wished to meet a band, team, or cast, will all members be present virtually? Make-A-Wish will make every effort to grant your child's wish as stated. However, there may be instances when we can only include one individual (or fewer than all) in the delivery of the wish.

Is there anything else you can't guarantee regarding virtual wishes? In addition to the variables outside of our control in granting an Entertainment or Sports wish, there are additional aspects of virtual wishes we cannot control:

- The duration of a phone call, video call or video message
- Which format will be used to execute the wish (e.g., phone, Skype, Facetime, Zoom, etc.)
- How many participants will be included in the wish experience; and/or
- If permission will be given to record the wish, or if your family will be allowed to share the experience publicly

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

If a phone or video call is confirmed, can we (the family) invite others to join the wish experience? In order to ensure the wish child is the focus of the wish experience, participants will be limited to those sponsored by your local Make-A-Wish office. Participants should be those in the presence of the child; additional guests cannot be "conferenced in."

Can an in-person experience be pursued if my child has already received a virtual wish? If your child receives a virtual wish experience, Make-A-Wish will consider the child's wish to be granted. We cannot pursue an additional experience.

If Make-A-Wish is unable to grant the wish, or if planning is taking longer than expected, can we (the family) conduct outreach and/or solicit help from others who may have connections? Please do not reach out to a celebrity/organization on your own or through others at any time. Make-A-Wish has a dedicated team of experts who have established relationships within the Entertainment & Sports communities. Attempting your own outreach may cause confusion, slow down the process and/or jeopardize relationships with the celebrity, which could impact not only your child's wish, but also those of other current and future wish children.

Can we record our child's virtual wish and/or share the wish externally? A virtual wish experience, in any format, should not be recorded without prior permission in advance from Make-A-Wish. If permission to record the wish experience is given, this does not indicate permission to share the recording in a public forum, including social media, personal blogs, and/or traditional media. This careful approach is how we have built such strong relationships within the Entertainment & Sports industries, which have enabled us to grant thousands of these wishes over the years. If a wish of this type is declined for any reason, we will always respect the decision and will never publicize that fact. Publicly sharing a declined wish with external audiences may be perceived negatively and potentially damage relationships with the celebrity or group.

We look forward to providing a memorable wish experience for your child. Please sign below indicating you have read and understand the Virtual Wish Letter of Understanding and will discuss its contents with members of your family and any other potential wish participants. If you have any questions about the virtual wish process, please let us know.

First Parent/Guardian Signature

Date

Second Parent/Guardian Signature

Date

**Make-A-Wish**

