



GKTW's 2021 REOPENING Wish-Granting Organization FAQs

This document is intended for internal use only by Give Kids The World's wish-granting partners.

Updated 12/28/2020

When will Give Kids The World Village reopen to wish families?

The Village will reopen to wish families on Sunday, January 17, 2021. With safety as our number one priority, we will be taking a thoughtful, phased approach, opening with a limited number of families and gradually increasing our numbers over time. All families will check in on Sundays (January 17, 24, 31; February 7, 14, 21, 28; March 7.)

What is included in the wish experience?

All wish families will check in on Sunday and check out on Saturday. The six (6)-night experience will include one (1) day at Universal Orlando (**MONDAY**); one (1) day at Walt Disney World's Magic Kingdom (**TUESDAY**); and one (1) day at SeaWorld Orlando (**FRIDAY**). Guest Assistance Passes will be included for these parks as well. Additional park tickets to other Central Florida attractions will be available upon request. All of the fun and magic of the Village will be awaiting the families too—including socially distanced character greets, attractions, pool, all meals, ice cream, nightly entertainment, daily visits from the Gift Fairy, and more.

Will the Village be open at full capacity (accommodations and amenities)?

With safety as our number one priority, we will be taking a thoughtful, phased approach just as our theme park partners did, opening with a limited number of families and gradually increasing our numbers over time. At first, we'll open with about 15% of normal occupancy for families. In order to maintain safety and limit the number of people on the property, some amenities will not be available.

What is the Village doing to ensure a safe experience?

The decision to reopen has been made with the full support of our Board and our theme park partners, Walt Disney World Resort, Universal Orlando Resort and SeaWorld, and after careful consultation with the infectious disease experts at Nemours Children's Hospital – who also worked closely with us to develop our comprehensive COVID-19 safety plan.

Since the spring of 2020, our safety protocols have been strictly enforced on the property at all times, with temperature taking, mandatory mask wearing, social distancing and enhanced sanitation as the foundation of this plan. We've also installed plexiglass in guest interaction areas; placed social distancing placards throughout the resort; and amended our dining services and activities to promote social distancing. All of these enhancements will be in place, and the entire resort will be continually sanitized. In addition, hand sanitizing stations have been placed throughout the property, and our activities have been modified to allow for social distancing.

Please view this video for additional information about our safety protocols:

<https://www.gktw.org/reopen>

RESERVATIONS

When can wish-granting organizations (WGO's) begin to book reservations?

GKTW's WGO Portal Site will open on Monday, December 28, at 9:00 am (Eastern Time). All reservation requests—both new and reinstated—will be managed through the portal site (<https://connect.gktw.org:4433>).

How will we know if you have availability for a certain week?

When submitting a new wish reservation request or rescheduling a previously cancelled request, a drop-down menu will be provided for the arrival date (January 17, 24, 31; February 7, 14, 21, 28; March 7.) Weeks with availability will show up in the drop-down menu. Once a week is at capacity, it will no longer appear as an option. In addition, once capacity is reached, we will not be keeping a waitlist or overbooking. Please keep in mind that things may change and dates could potentially open up if a wish is cancelled or rescheduled.

Our organization had many cancelled/postponed wishes that were already entered through the portal site. How will we reschedule those?

In the past, a WGO would have called or emailed GKTW in order to reinstate/reschedule a previously cancelled wish. In order to manage reservations fairly, all cancelled wishes will be reinstated through the WGO Portal Site (<https://connect.gktw.org:4433>).

From the home screen:

1. Click "Reschedule Wish."
2. From list of cancelled wishes, click the reservation number (ResVID) of the child you'd like to reschedule.
3. Then, choose an arrival date from the drop-down menu. (Only weeks with availability will populate in the drop-down menu.)
4. Change "Status" from "Cancelled" to "Reschedule."
5. Edit any necessary reservation information for the family (address, phone number, participants, etc.)
6. Click "Submit Wish."

These reservation requests will be processed in the order in which they are received.

Our organization already has families booked for January/February/March. Do we need to alter those reservations or will they be honored?

GKTW's staff will reach out to all WGO's that have reservations scheduled in January/February/March to ensure arrival dates are adjusted to fall on Sundays.

Will the Village prioritize wishes that were cancelled or postponed due to COVID-19 over new wishes?

We will rely on our wish-granting partners to prioritize all waiting wish families. We understand it will take some time to work through all pending wishes.

Will any new forms be required?

- GKTW's Release of Liability has been updated to include COVID-19 information. All families will need to complete the new GKTW Release ([download it here](#)).
- Medical Authorization should also be updated to include the medical team's approval for the wish child to visit Central Florida during the timeframe of the wish.
- Disney requires completed forms for all participants. Forms will be emailed to the WGO contact following reservation booking.

Is there a limit to the number of families a wish-granting organization can send to GKTW?

No. As long as there is availability, you are welcome to book reservations for as many families as you'd like.

Will Give Kids The World allow non-comp'd participants to stay on-site at the Village?

In order to maintain the highest level of safety and to limit the number of people on the property, non-comp'd participants will need to be considered on a case-by-case basis and approved by GKTW in advance.

Are families who opt to fly to Orlando permitted to stay at GKTW and will they need to quarantine prior to their check in at the Village?

Families are welcome to arrive via plane, train or car. No quarantine will be required prior to check-in at the Village.

Will the Village allow wish families to have visitors during the stay?

In order to maintain safety and limit the number of people on the property, wish family visitors will not be given access to the Village.

THEME PARKS

What theme parks tickets are available?

- One (1) day at Universal Orlando (**MONDAY**), including free parking; Colorvision photo card; Guest Assistance Pass; and free stroller or wheelchair rental.
- One (1) day at Walt Disney World's Magic Kingdom (**TUESDAY**), including free parking; Memory Makers photo card; Wishes Pass; and free stroller or wheelchair rental.
- One (1) day at SeaWorld Orlando (**FRIDAY**), including free parking; one free photo; Quick Queue access; free stroller or wheelchair rental; and free tray of fish.
- One (1) day: Others to be confirmed.

What are the mask requirements?

| Attraction Partner | Mask Guidelines |
|----------------------------|---|
| Aquatica | Required (2 years and up) |
| Boggy Creek Airboat Rides | Required (indoors only) |
| Busch Gardens Tampa | Required (2 years and up) |
| Clearwater Marine Aquarium | Required (5 years and up) |
| Crayola Experience | Required (3 years and up) |
| Dinosaur World | Required (5 years and up) |
| Gatorland | Required |
| ICON Park | Required (2 years and up) |
| iFly | Required |
| Kennedy Space Center | Required |
| Medieval Times | Required (6 years and up) |
| Pioneer Village | Required (indoors only); exceptions available |
| SeaWorld | Required (2 years and up) |
| Universal Studios | Required (3 years and up) |
| Walt Disney World | Required (2 years and up) |

Will wish families be required to make reservations for the theme parks?

Disney: Yes, families will be asked to set up a MyDisneyExperience account. GKTW will provide directions and help talk families through the process, if needed. Once an account has been set up, families will link their one (1)-day tickets to the account and make a reservation for Magic Kingdom. Reservations for Magic Kingdom should be made for the **TUESDAY** of their scheduled week.

Universal Orlando: Reservations are not required. Families are asked to visit Universal Studios/Islands of Adventure on **MONDAY** of their scheduled week.

SeaWorld Orlando: Yes, families will need to make a reservation to visit SeaWorld on **FRIDAY** of their scheduled week. GKTW's team will make the reservation on the family's behalf.

Will Walt Disney World and Universal Orlando eventually get back to offering multiple day tickets?

For now, Walt Disney World and Universal Orlando are generously offering one (1)-day tickets for wish families. We do not know if, or when, that may change. We encourage you to schedule wish families to visit as soon as possible rather than waiting in hopes that the ticket offerings will change.

Can we/the families purchase additional park tickets?

Certainly! Tickets can be purchased through each park's website based on availability. Please keep in mind that reservations are required, and there is no wish family discount available. Guest Assistance Passes are only available on the date families are assigned to visit the park through GKTW (Monday-Universal; Tuesday-Magic Kingdom).

VILLAGE DINING

Will meals be provided at the Village?

Yes! Thanks to our generous partners from Perkins Restaurants and Boston Market, complimentary breakfast, lunch and dinner will be provided to wish families. Of course, pizza and ice cream will be available, too!

How will meals be served?

Breakfast, lunch and dinner will be available in Café Clayton and served family-style. Food will not be served from a buffet; rather, families will be assigned staggered arrival times for their meals (ie, dinner arrivals at 6:00 pm, 6:30 pm, 7:00 pm and 7:30 pm) and directed to a socially-distanced table in the dining room. Families will order from a menu and meal selections will be served at the table.

Is delivery to the villa available?

Yes! Lunch and dinner options are available for delivery to the villa.

PRE-ARRIVAL

Will GKTW communicate with the wish family prior to their arrival at the Village?

Yes! Approximately three (3) weeks before the family's scheduled arrival day, a GKTW itinerary coordinator will reach out via email. This email will provide a welcome along with links to our COVID-19 safety measures and instructions on setting up their MyDisneyExperience account. GKTW's team will then follow up with each family two (2) weeks prior to their arrival via phone and email to answer questions and assist with linking Disney tickets to their MyDisneyExperience account.

What resources are available to the wish family prior to their arrival?

GKTW's Pre-Arrival Website (www.gktw.org/families) has a lot of great information about what to expect. Families can also download the "happ4hotels" GKTW smartphone app in advance. For iPhone and Android phones, families can search for "happ4hotels." Once the app is downloaded for either platform, they simply enter the hotel code "GKTW" to access all of the information surrounding the Village.

COVID-19

Will families be required to undergo COVID-19 testing prior to arrival?

No, COVID-19 testing will not be required prior to a family's arrival at the Village.

Are masks required at GKTW? Do you offer medical exemptions?

With the health and safety of wish families, staff and volunteers as our top priorities, we have developed a comprehensive COVID-19 safety plan in consultation with infectious disease experts at Nemours Children's Hospital. The foundation of this plan is mask wearing and social distancing, both of which will be strongly enforced **at all times** during a stay unless guests are actively eating or drinking in designated areas. To ensure the safety of all guests, we are unable to make **any exceptions** to this policy with or without written consent from doctors.

To help wish families and their doctors better understand the Village’s protocols, will you offer written documentation regarding your safety plan that we can share?

Please visit our Pre-Arrival Website (www.gktw.org/families), which includes an overview of all of our COVID-19 safety protocols – as well as our safety video outlining these guidelines.

What measures will the team at Give Kids The World take in the event that a wish participant has a fever and/or symptoms of COVID-19?

Based on our safety plan, which was developed with infectious disease experts at Nemours Children’s Hospital, the family will be asked to isolate in their villa in accordance with CDC guidelines. As always, GKTW will ensure the family is comfortable and well taken care of. GKTW’s team will work closely with the wish-granting organization to ensure a seamless experience. Should COVID-19 testing or an extended stay at the Village be necessary, GKTW will assume those costs. GKTW will also work with the family and wish-granting organization to determine if the wish is fulfilled and provide additional days for the family to experience everything that Central Florida and the Village have to offer, if necessary. If families prefer to return home (via car), GKTW will work with the wish-granting organization to facilitate that as well.

WISH FAMILIES

My child’s wish was postponed. Now that the Village is open, we would like to reschedule.

GKTW will work directly with wish-granting organizations to reschedule wishes. Please reach out to your wish-granting organization.

My child changed their wish [to something other than Disney/GKTW/Central Florida], but really wanted to come to Central Florida. Can we book a stay directly with GKTW?

At this time, GKTW works exclusively with wish-granting organizations in order to provide accommodations for a wish trip.

Can Welcome Back/Alumni Families Visit?

At this time, we will not be scheduling any Welcome Back visits.