



FAQ FOR HOLIDAY WISH BOX

Thank you for visiting our FAQ page. Click the headers below to be brought to the section.

Table of Contents

PARTICIPATION	2
What is Holiday Wish Box?	2
How to register for 2021?	2
How will I get paired with my wish child?	2
How can I access my registration and fundraising page?	3
Can this be a team event?	3
WISH BOX QUESTIONS	3
Can I deliver the box myself/with my team?	3
Do you supply us with a box?	3
What is the budget for the box?	3
Is there advice on packing my box?	4
How do I know what to put in my box for a kid age 7?	4
What size does my box need to be?	4
Can a gift in the box be an experience for the family?	4
DONATIONS & FUNDRAISING	5
How do we make an offline donation? <i>(when a participant collects cash/cheque)</i>	5
My company needs an invoice to send our financial commitment, where do I request one?	5
Why is fundraising so important right now?	5
How will I track the money I raise?	6
How long do I have to raise the funds?	6
Will donations get a tax receipt?	6
A supporter has given me a cheque or cash! Can I send this to you?	7
Where does the money go?	7
I do not feel comfortable fundraising considering everything that is happening with COVID-19, how can you help?	8



Please email if you have any additional questions:

National Events Team

nationalevents@makeawish.ca

PARTICIPATION

What is Holiday Wish Box?

Make-A-Wish® *Holiday Wish Box* invites you to fundraise or donate \$5,000 as an individual, corporate, community or family team to **Spark Joy and Create Hope** this holiday season.

In return, you will be paired with a wish child from across Canada whose wish was delayed or canceled due to COVID-19. You'll be given the opportunity to build and create your assigned wish child a personalized Holiday Wish Box to be hand delivered this December.

It runs from: From October 6 to December 15, 2021

How to register for 2021?

Registration is now open! You can register at any point during the event dates of October 6 – December 15, 2021. For more details; www.holidaywishbox.ca

How will I get paired with my wish child?

We have a robust process in place to pair the donor with a wish child. Where possible we aim to pair within the same geographical area.

Once you sign up, you will be sent your wish kid 'All About Me' form within three business days. From here you will learn everything the child likes and loves.



How can I access my registration and fundraising page?

Log into your dashboard, by going to the home page of the event website and at the top right of the page there is a log in button with a lock symbol.

Can this be a team event?

Of course! You have the option to register as an individual or team when you sign up. If you sign up as a team you will either be the 'Team Captain' or 'Team Member'. Your team can be made up of friends, family and co-workers, and there is no limit to the amount of team members. The more the merrier! *And a bonus high-five for fun team names!*

WISH BOX QUESTIONS

Can I deliver the box myself/with my team?

The option to deliver in person is dependent on many factors: family comfort, COVID state, location and any other factors which would impact this. If you selected to deliver in person, you will have noted it is not guaranteed. Where possible – and if both the donor and family would like – we can arrange a delivery in person.

Delivery logistic plans will be disseminated late November where it will be confirmed.

Do you supply us with a box?

No! The choice of what type/size of box (or gift bag) and wrapping paper is up to you to select. We will not be purchasing these materials.

What is the budget for the box?

Yes! We know how generous people can be, but we advise not exceeding a gift box value of \$500 total. This is a personal and meaningful moment for our wish kids who are waiting for their wish to come true.



Is there advice on packing my box?

We have created lots of helpful tools to guide you on packing, including:

- Top tips from two wish granters (including a video)
- Example aged boxes (3, 7, 12 and 17 year olds)
- A list of Do/Don't items to include
- An 'All About Me' form which captures the child's like and loves

All found within your 'Participant Guide' which is sent upon sign up.

Top tips: Make sure you REVIEW your kids 'All about Me' form to understand what they like and love. You can personalize their Holiday Wish Box if you look to these items. Also, consider the AGE of your wish child—picking appropriate items.

How do I know what to put in my box for a kid age 7?

We've included some handy suggestions in your Participant Guide.

What size does my box need to be?

We haven't set a size, but please be mindful of potential courier/delivery methods. We also advise for it not to be too large for the family home, or over packed/exceeding our guides.

Can a gift in the box be an experience for the family?

Yes, but please be cautious if the child can attend this local activity and participate safely. When unsure, please reach out to your Make-A-Wish staff member for advice.



DONATIONS & FUNDRAISING

How do we make an offline donation? *(when a participant collects cash/cheque)*

- Log into your profile online at www.holidaywishbox.ca
- Under the tab called Donations, click on Add Offline Donation
- Add the information of the donor (name, address, email) and select Add donation
- Then send the cheque (in the name of the foundation) or cash to the Foundation's office.
- Once the payment is made or the cash/cheque is received, the system will send your donor a receipt.

My company needs an invoice to send our financial commitment, where do I request one?

No problem, please send this request to your local representative. They will create you a personalized invoice, which will include the information to send a cheque or EFT. List of local representatives can be found [here](#).

Why is fundraising so important right now?

We want to bring every eligible child's wish to life, but right now, thousands of wishes are waiting due to COVID-19. We need your help to make sure that when life returns to normal, no child must wait for their already delayed wish. By joining the *Holiday Wish Box*, you will join in our efforts of raising much needed funds to be able to grant the wish of every eligible child in Canada.

Spark Joy and Create Hope this holiday season.



How will I track the money I raise?

When registration begins in October you will be given a personalized fundraising page. You can personalize this page and send the link out to friends and family to be able to donate to you. This will be a running total of your total donations raised and you can see it in real time and thank your generous supporters. Tax receipts will be e-mailed automatically. We've set up a page with lots of tricks, ideas, and guides of how to personalize your fundraising page, view [RESOURCES here.](#)

How long do I have to raise the funds?

You can raise funds from the moment you sign up, right through the event and up until December 31, 2021.

*Note: All monies raised are NON-REFUNDABLE. Any funds that have come in will be considered a general donation.

Will donations get a tax receipt?

Yes. The donation amount of \$5000 is tax receiptable. All donations made online will automatically get a tax receipt via email. Donations of more than \$20 received via mail (by cheque) will also be issued tax receipts if full contact information and an address are provided.

If your donor does not receive a receipt in their inbox within a few minutes of sending your donation, please ask them to check their Junk (hotmail users), Spam (gmail users) or Bulk (yahoo users) email folder just in case the receipt email got delivered there instead of their inbox. If so, select the message and click 'Not Junk', to allow future messages to get through.



A supporter has given me a cheque or cash! Can I send this to you?

Yes, cheques can be mailed to our office. In order for the donor to receive a tax receipt (applicable to donations over \$20), in the donor's envelope with the cheque/cash please ask the donor to fill in a donation form. You can find the donation form under the '**RESOURCES**' menu tab.

I have a donor who is willing to call in a credit card donation. Can they call the office?

The single BEST way to make a donation is online via a personal fundraising page (donors will instantly be issued an electronic tax receipt).

Instead of sending cash, can I write a cheque or make the donation online for the donor? (*Can I make a donation on behalf of my donor online?*)

You can always keep the cash and write us a cheque in place of a cash delivery (see instructions for cheque mailing above).

Please refrain from keeping a donor's cash and making a credit card donation on their behalf.

As per Canada Revenue Agency guidelines, The charity must issue a receipt in the name of the true donor(s) of the gift. To submit a credit card donation on someone's behalf puts you in violation of this rule, as a receipt would be issued to YOU, and NOT your donor.

Where does the money go?

Funds raised through Holiday Wish Box will go towards supporting children with critical illnesses by bringing their wishes to life. We currently have children waiting for their wishes due to COVID-19. Your support will ensure we remain prepared during this unprecedented time to achieve our mission of granting life-changing wishes for every eligible child when it is safe to do so.



I do not feel comfortable fundraising considering everything that is happening with COVID-19, how can you help?

Our team is on hand to help you fundraise during these challenging times and offer alternative ways to meet your personal fundraising goal.

We understand and appreciate that this is an unsettling environment. If you feel comfortable fundraising and sharing the Make-A-Wish vision to grant the wish of every eligible child in Canada to please do so. Most importantly, we support you in doing only what you feel comfortable with.

We will be sending out top tips to reach your loved ones to share your fundraising goal in the coming weeks and you can visit our fundraising ideas page under on the menu tab "Resources".