

GKTW Procedures

A. How To Submit The Initial Wish Request

There are three ways to submit a new Wish Request:

1. Using the Internet Reservation System (*Preferred Method*):

Site address: <https://www.gktwresv.org:9000/>

(This is a secure site and you must be issued a password to access)

a. To gain access to the Internet Reservation System, please send an e-mail to Jean Lowe, Manager, Village Vacation Planning Services, at JeanL@gktw.org with the following information:

- User's first/last name
- Chapter or Organization Name
- Organization's TA# (reservation booking number)
- User's email address
- User's PIN (Please choose any 4 digit number except 9474)

b. Once the above information has been processed; you will receive an email containing:

- The Secure Website Address
- Your User Name
- Your Password
- Domain Name

c. Procedures for Logging into the Internet Reservation System

1. Sign into the GKTW Internet Reservation System.
2. After you hit enter, a log-in screen will pop-up.
3. Log-in using your newly assigned User Name and Password.
4. Click "OK" and you will be directed to the next screen.

d. Procedures for Using the Internet Reservation System

- Input desired dates here to check for room availability at GKTW. Select the arrival and departure dates and click on the arrow. Please keep in mind we are constantly processing Wishes and desired dates are available on a first come, first served basis.
- Click on the mini calendars for assistance in finding specific dates. Look from today's date up to 6 months in the future.
- Listed here is a variety of information about GKTW for families to use before they arrive at the Village.
- Forms needed to start a new Wish can be found here.



d. Procedures for Using the Internet Reservation System (continued)

- Fees can be paid here via Credit Card.
- The On-line Availability Screen: This screen shows the availability for the dates requested. If a date reads "0", there are no rooms available for that particular date. It is necessary to find a consecutive range of dates showing at least one villa available. Please remember that availability consistently changes.

2. Faxing the Wish Request Form

Please fax the completed forms to 407-396-8847 or toll free to 888-834-7407.

3. E-mailing the Wish Request Form as an attachment to vvp@gktw.org

- The Wish Request Form can be located on the secure Internet Reservation Site as well as on the regular www.gktw.org/wgo site.
- Fill out the entire Wish Request Form before submitting.
- Please use the Word Document version of the Wish Request Form for emails.
- Save the document and print a copy for your records.
- Send as an attachment to vvp@gktw.org.

B. The Wish Process

1. The Acknowledgement:

Once Village Vacation Planning Services (VPPS) receives the Reservation (Wish) Request, they will review and confirm date availability. The Wish Granting Organization (WGO) will receive a Wish Acknowledgement within 24 business-hours.

The Acknowledgement will indicate either:

- There is availability at the Village for the dates requested.
- OR
- There is no availability at the Village for the dates requested.

If "no availability" is indicated, the Acknowledgement will give the WGO time to request a different date in order to have the family stay at the Village. If the family can come only during a time of no availability, then the VPPS Department will book an overflow room at a local hotel for the family.

If there is availability at the Village, the Acknowledgement will confirm that a villa has been reserved for the Wish family. Once the VPPS Department receives all information on the specific Wish Request, i.e. – flight, forms, etc. – then the Official Confirmation will be sent to the WGO.



2. The Reservation Confirmation:

After the Acknowledgement has been issued, the Reservation Request will be forwarded to one of our Village Vacation Planners to process. If the original Request contains complete information, including the flight information, then the WGO can expect to receive a Confirmation within 72 hours of GKTW's receipt.

The Reservation Confirmation will verify fees due, the local transportation choice, and approved participants. The far right-hand column in the listing of participants will designate them to be Complimentary (Comp) for tickets by a check-mark in the box by their name. If the box is not checked then that person will be considered as Non-Comp and will not be eligible to receive the donated theme park tickets.

3. Sending Required Forms:

All forms must be signed, witnessed and dated within one year of the Wish Child's arrival date to be considered valid. These forms may be faxed to 407-396-8847 or 888-834-7407, or they may be emailed to vvp@gktw.org as an attachment.

You may find all the necessary forms on the GKTW Secure Internet Reservation site or on the WGO mini site at www.gktw.org/wgo

The GKTW required forms are:

AB – Liability and Publicity (media release) Form: This form is due as soon as possible, but no later than 2 weeks prior to family's arrival

C - Medical Authorization Form

P - The Patient/Physician Summary Form: These forms are due as soon as possible. The medical authorization from the physician ensures eligibility for the GKTW Wish. These forms must be received prior to GKTW sending the official Reservation Confirmation. If your Organization uses medical release forms similar to the GKTW forms then we will accept them in lieu of ours. Organizations using a two-part medical form (example: Make A Wish: Medical Authorization Part A and Part B) will need to send BOTH parts of the form.

The Patient Summary Form is very important; it is used by the hospital emergency room and/or paramedics in case of a medical emergency during the Wish Trip.

D – The Foundation Liability Release Form: This is now an Annual Form and will cover all children you may send throughout the year. You no longer need to send it for each Wish Child.



4. Submitting Changes:

Currently, GKTW can not make any changes through the Internet. All "Changes, Additions, or Deletions" made to the original Reservation Wish Request must be submitted on the GKTW Change form. Changes may be faxed (407-396-8847 or 888-834-7407) or sent as an email attachment to vyp@gktw.org.

The following information should be submitted via the Change Form

Flight Information: If not listed on the original Reservation Request, submit the Flight information on a GKTW *Change Form* as soon as possible. Although the villa is secured with the Acknowledgement, GKTW cannot complete the reservation until the airline itinerary and record locator number confirming the family's flight has been received. If the family is receiving a rental vehicle, the flight information is needed before the vehicle can be booked. A volunteer greeter will be assigned to meet the family at the airport once GKTW receives the flight information.

Changes in Flight Information: Please re-confirm flight information with the airlines a few days prior to the family's vacation, since airlines occasionally change flight numbers and times of arrival without notice. Please submit any changes of the original flight on a *Change Form*. If the flight change is made on the day of arrival, please call the GKTW Airport Office at 407-825-2325. You may also call the Village directly at 407-396-1114 and ask for the Manager On Duty. We will make every effort to meet each family as they arrive at the Orlando International Airport to ensure their Wish Trip gets the very best start.

Participants: Any changes, additions or deletions of persons participating in the Wish Experience should be made via the *Change Form*.

Medical equipment: If not listed on the original Reservation Request, please list all medical equipment and/or supplies the family will expect to use during their visit on a *Change Form*. Please indicate the Medical Rental Company that will provide the supplies.

*If using a wheelchair, please indicate if it is collapsible or non-collapsible (electric) and if family is bringing from home or you are renting one for them in Orlando.

*If using oxygen, please indicate if oxygen will be needed when child arrives at the airport or if it will be delivered to the Village.



Local transportation: If the local transportation choice has changed, please submit on a *Change Form*. Example: Avis Rental change to Mears shuttle use.

Date Change: If you have a current reservation and want to change the date, you may also submit this request on a *Change Form* rather than canceling the previous Request and then submitting a new Request. When requesting a date change, it is very important that you check availability at the Village before submitting. We also recommend that you inform your assigned Village Vacation Planner via phone call that you want to change the date of a current Wish.

Cancellations: If you need to cancel a current Wish, you may notify us of the cancellation via a *Change Form*. For those cancelling within the week of their scheduled arrival, we would appreciate a phone call to ensure we have received this request. This allows us to potentially move any families that are scheduled to stay at an off-site hotel to Village accommodations. Your timely cancellation notice can help us give another family the opportunity to stay on Village property.

5. Submitting Rush Wishes

A Rush Wish is defined as a Wish Request that is submitted to Give Kids The World with less than two weeks notice. Please use Rush Wish Requests only in cases of unavoidable time constraints due to the child's medical condition.

If the Rush Request date is within seven days of arrival, please be sure all information on the Request has been completed, including the flight info. Also, please submit the medical and liability forms via fax or email the same day you submit the Request.

