

## Disney Give a Day Get a Day Frequently Asked Questions

*Is it true that if I volunteer I get a free ticket to Disneyland?*

Yes, but you must first sign up through Disney here:

[http://disneyarks.disney.go.com/disneyarks/en\\_US/WhatWillYouCelebrate/index?name=Give-A-Day-Get-A-Disney-Day-Terms-Conditions-FAQs](http://disneyarks.disney.go.com/disneyarks/en_US/WhatWillYouCelebrate/index?name=Give-A-Day-Get-A-Disney-Day-Terms-Conditions-FAQs)

*Can I use my ticket any day of the week?*

Disney has blackout dates for *Walt Disney World*® Resort: March 29 - April 8 and July 4, 2010. For the *Disneyland*® Resort: February 13-14, March 21, June 21-22, July 4, November 21, and December 11-12, 2010.

*Do I have to be a certain age to volunteer?*

Giving Children Hope does allow children as young as 6 to volunteer. However, children ages 6-16 must be accompanied by an adult. There are some days we ask that all volunteers be age 16 or over so please pay attention when you are registering. Disney requires that you be at least 18 to register on their site so if you are under 18 please have a family member register you.

*I have my date scheduled with GCHope, am I done?*

No. Once you have been scheduled to volunteer, please log on to your Disney account (they should have sent you a confirmation email). Select the date and time of your volunteer date. Once you volunteer, your account will be approved through Giving Children Hope. **\*\*Without selecting a date and time, we are unable to approve your volunteer day.\*\***

*Where are you located?*

Giving Children Hope  
8332 Commonwealth Ave  
Buena Park, CA 90621

*Where do I park when I arrive?*

You can park in our parking lot. If it is full please park on Commonwealth. There is always plenty of street parking.

*What are your cross streets?*

We are between Dale and Stanton just by the Fullerton Airport.

*What should I wear?*

Please have everyone dress modestly and comfortably with closed toed shoes and a sweater (it can get cold here).

*What should I bring with me?*

It is recommended that each person bring a bottle of water and a snack in case they want to take a break. Please do not bring iPods or MP3 players. It is a safety hazard to be wearing these in our facility and if you bring one you will need to store it in your car.

*How do I redeem my ticket?*

Giving Children Hope is responsible for verifying your community service. Please visit the Disney website for details on how to redeem your ticket.

*I like what you guys do, how can I sign up to receive information on future volunteer opportunities?*

You can sign up on-line at <http://www.gchope.org/contact.html>

*I still have questions about volunteering.*

Please contact our Volunteer Coordinator at [volunteer@godaid.org](mailto:volunteer@godaid.org)

*I still have questions how to get my Disney ticket.*

Please visit the Disney website for help.

### **Other Off-site Volunteer Opportunities**

*All of your volunteer hours are during the week and I have school or I work, however I still want to volunteer with you. Are there other options?*

Yes! Join our Facebook Causes page: Click this link <http://apps.facebook.com/causes/2304/929017?m=ab445bc4>, login, and invite 100 people to our cause. Once you reach 100 new members to the group, your project will be completed and you will receive a pass to Disneyland.

*Other than promote your cause, can I do anything else?*

Yes! Host a food drive for our program that feeds homeless children in Orange County, We've Got Your Back: [www.wgyb.org](http://www.wgyb.org). Collect non-perishable foods from our approved list ([http://www.gchope.org/assets/files/id/1567/WGYB\\_Menu.pdf](http://www.gchope.org/assets/files/id/1567/WGYB_Menu.pdf)) and help us reach children in Orange County suffering from chronic hunger. One box of food qualifies for one adult ticket. A half box of food qualifies for children 12 and under.

*Can I bring in the requested food items in a box of my own?*

Yes.

*Is there anything else we need to do before we start collecting the food?*

Other than confirming your volunteer day with the Disney website, No.

*Do I need to bring in a form?*

No. Just be sure that each person who is hosting a food drive for the Give a Day, Get a Day promotion is accounted for when you drop off your food.

*Once I select the date to drop off the food via Disney's email, I can change that date if something comes up?*

Yes.

### **After You have Volunteered...**

Q- It's been more than 2 weeks, and Disney still has not emailed me my ticket. What should I do?

A- We are thankful for your day of service at Giving Children Hope, and want to reward you with your Disneyland voucher. Unfortunately, we are noticing that only about 50% of the volunteers through the Disney Give a Day, Get a Day program, are completing their registration with the HandsOnNetwork. If you do not complete your registration, there is nothing that we can do to approve your ticket. Please go to the email that the HandsOnNetwork initially sent you when your first signed up for this promotion (the subject line starts with "VOP"). Click on the link they provided in the email. Select your date and time of service at Giving Children Hope. This will enable us to approve your tickets.

Q- I am receiving many follow-up emails. Will you please stop sending these?

A- These emails are from Disney and the HandsOnNetwork. They are not from Giving Children Hope. Please contact Disney to be removed from their mailing list.