

## Frequently Asked Questions

### GENERAL

**Q1: Can I raise funds for Operation Smile?**

A1: Yes, we encourage others to share the mission of Operation Smile and help to raise funds that will change children's lives, forever.

**Q2: How do I get started?**

A2: We recommend that you take a few minutes to review our Fundraising Guidelines. Once you have had a chance to review this document, please complete the Fundraising Application form and submit it to tell us more about your event.

**Q3: How much time do I need?**

A3: We recommend getting started sooner rather than later. Please plan to submit your application form no less than 45 days prior to your event.

**Q4: Can Operation Smile sponsor my event or reimburse me for the cost of holding my event?**

A4: No. Operation Smile cannot sponsor, solicit sponsorship or reimburse expenses for your fundraising event.

**Q5: How will the money be used?**

A5: A gift made through your fundraising efforts represents a gift to the entire Operation Smile mission. To help the most children, we use your gift where it can do the most good by pooling it with the gifts of others.

**Q6: I would like to invite Operation Smile supporters to my event. Can Operation Smile provide me with a list?**

A6: To protect our donors' confidentiality, Operation Smile does not share our donor list.

**Q7: Can I fundraise for Operation Smile by selling a product?**

A7: Yes. Please see Operation Smile's Corporate Partnership Guidelines.

For all other questions, please email [communityrelations@operationsmile.org](mailto:communityrelations@operationsmile.org).

### DONATIONS

**Q1: Do I need to receipt the donors who make donations at the event?**

A1: Donations will be receipted by Operation Smile Headquarters. In order to provide a receipt which is required for tax purposes, the event organizer must provide Operation Smile with a completed Donation form (please see Fundraising Toolkit). The completed Donation form should be forwarded to Operation Smile Headquarters within 14 days after the event:

**Operation Smile**  
**ATTN: Community Relations Associate**  
**3641 Faculty Blvd**  
**Virginia Beach, VA 23453**

**Q2: I have sold tickets to the event. Is the ticket price tax deductible for the person who purchased the ticket?**

A2: Tickets sold to third-party fundraising events for Operation Smile are not tax deductible.

**Q3: Can I get a copy of the Donation form by email?**

A3: Yes, please email [communityrelations@operationsmile.org](mailto:communityrelations@operationsmile.org).

**Q4: If someone wants to donate money, but not participate in the event, should I collect the money?**

A4: It is fine for you to collect any donation prior to the event and forward it to Operation Smile with the remainder of the money you collect.

**Q5: What should a donor do if they want to donate after the event?**

A5: If the event is over and you have already submitted funds to Operation Smile, donors can send their checks to the Operation Smile Headquarters. See address above. Your donor can also give a gift by credit card by calling our Donor Relations team at (888) 677-6453 between Monday-Friday, 8:30 A.M.-5:30 P.M. E.T. When submitting either by check or by credit card, the donor should provide the event name. We will be happy to process their donation.

**Q6: If I collect checks or cash, who should I send it to?**

A6: You should send checks to Operation Smile Headquarters. See address above. Bundle donations together with the completed Donations form and send via a trackable method.

**Q7: Can I keep the cash collected for expenses I incur?**

A7: Yes, you can keep up to 25% of the funds raised to offset your expenses. Total donation amount and total expenses must be reported to Operation Smile.

**Q8: Can I keep the cash collected and forward a check from my own checking account?**

A8: Yes, however names and addresses and the amount they gave in cash must be entered on the donation form in order for them to receive a receipt. Please note any additional amount that you are including as your own donation so you can be receipted as well.

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