



2026 Christmas Distribution – Frequently Asked Questions

When will I know if my application has been approved?

Application approval notifications will be sent out **through Monday, November 2, 2026**. Please make sure you are checking the email address provided on your application.

Who do I contact if I have questions or need to make a change?

For questions, updates, or changes regarding your application, please email **Genesis** at genesis@houstonchildrenscharity.org. Please do not call or come to the office regarding application updates.

Will my application be processed if I am missing documents?

No. Applications submitted without all required documentation will **not be processed**. Please make sure all required documents are submitted with your application.

Can I request special accommodations for medical reasons?

Houston Children's Charity does **not offer special accommodations for medical reasons** for the Christmas distribution.

Can I bring my children to the Christmas distribution?

No. Children are not allowed at the Christmas distribution. There are no exceptions. Please make arrangements for children to remain at home during the event.

When will wristbands be mailed?

Wristbands will begin being mailed **Monday, November 9, 2026**. Please make sure your mailing address is correct before the printing deadline.

What if I lose my wristband or do not receive it in the mail?

If you lose your wristband or do not receive it before the distribution, you will be able to receive a replacement at **Registration on the day of the distribution**. Please do not contact the office requesting a wristband before the event.

Can I attend the Christmas distribution on another day?

No. The Christmas distribution is a **one-day event only**. We cannot accommodate families on a different date or hold toys for families who are unable to attend. **There are no exceptions.**

Can I volunteer at the Christmas distribution if my family is receiving toys?

No. Families who are applying for or receiving assistance through the Christmas distribution **cannot volunteer at the event.**

Can I apply for Adopt-a-Family?

Adopt-a-Family is a **lottery-based program** using eligible Christmas applications. Families **cannot apply directly for Adopt-a-Family or request to be selected** for the program.

Can I submit or process my application in person or over the phone?

No. Christmas applications cannot be processed in person or over the phone. All required information and documentation must be submitted through the designated application process.

What is the deadline to make an address change?

Address changes must be submitted **no later than October 20, 2026**. After this date, information will be sent for printing, and we will no longer be able to make address changes. Email genesis@houstonchildrenscharity.org to make the change.

Please make sure your information is accurate and complete before submitting your application.

Thank you for your patience and cooperation as we prepare for our 2026 Christmas Distribution. Our team is working hard to ensure the event runs as smoothly as possible for all approved families.