



TULLAHOMA INSTRUMENTAL MUSIC DEPARTMENT

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Dear Tullahoma Band Families,

After thoughtful consideration, we have decided to cancel our performance tour of Ireland for March of 2022. COVID protocols in Europe are still too restrictive for us to move forward with planning our performance tour. We are, however, excited to announce that we are planning to relocate our performance tour to Hawaii! (pending board approval). Scheduled during the same 2022 spring break window, this trip will include a once in a lifetime tribute performance at Pearl Harbor as well as many amazing sights around the island of Oahu. Any students and their immediate family members that are not currently signed up for Ireland are welcome to join us and travel to Hawaii. Details of how to add on will be announced soon.

While there are currently COVID protocols in place for travelers to Hawaii (as we are seeing in most cities across the US), we are hopeful that most will be eased as we get closer to the new year. In addition, the band traveled to Hawaii in March of 2017 and the directors are very familiar with the details of this location and performance. We will continue to monitor the situation and we have until December 6th to make an official decision about our travel plans. Listed below are answers to some common questions regarding the trip rescheduling. If you have any further questions, please don't hesitate to reach out to Gateway Tours. We are excited to begin planning this new adventure with our band members and families!

Sincerely,

Justin Scott, Lisa Burden, Atticus Hensley, and Doug Clark

Below are a few questions and answers about refunds, adding on, and additional information as they relate to the newly relocated performance tour of Hawaii for March of 2022:

- **We are currently signed up for Ireland and are now excited to travel to Hawaii with the band. What should we do? Where can I find details about the new trip?**
 - There is no action required at this time if you plan to stay on the tour. Your My Gateway account will be updated within one week with the new tour dates, payment dates and cancellation penalty dates based on the new dates of travel.
 - Details of the Hawaii trip can be found on the attached document outlining the tour inclusions and pricing.

- **We've already paid in full for the tour of Ireland. Can we still add trip insurance for the Hawaii trip?**
 - Yes. Because the price of the trip has increased and no passenger(s) have made their final payment there is an opportunity to purchase insurance. Gateway offers travel insurance with TripMate for individual passengers (or their guardians) to purchase at any time prior to making final payment. This means that your families have time to consider what level of insurance is best for them. While we offer 2 package options, we strongly recommend the Cancel for Any Reason Insurance. This benefit offers that extra bit of security and confidence. Individuals may also privately purchase travel insurance through a provider of their choice. The details of TripMate can be found on My Gateway under the optional insurance section.

- **We are interested in traveling to Hawaii with the band, but currently aren't signed up and registered on the Ireland trip. Can we add on and travel for this performance tour?**
 - Yes. As soon as the tour is reset on My Gateway, we will send out information on how to register for the new trip.

- **We originally signed on for the Ireland performance tour, canceled, and Gateway kept our \$200 non-refundable deposit. Can we apply that \$200 towards the new Hawaii trip?**
 - Yes, you can apply the original \$200 deposit towards the Hawaii trip or receive your full refund, either way, contact Gateway at gmf@musicfestivals.com.

- **If we decide to cancel now and not travel with the band to Hawaii, how much refund will we receive?**
 - If you are not able to travel on the rescheduled trip to Hawaii in March, please login to your My Gateway account and go to the Passenger tab, click on, Cancel Registration, next to the passenger's name to officially cancel from the tour. This will begin the refund process for your passenger. A refund check will then be mailed to the payer and address on your account. You should receive a refund check 2-3 weeks from the date of cancellation. All passengers that cancel before December 6th will receive a full refund, including the \$200 deposit.

- **If travel still appears to be too restrictive and the band cancels the entire group performance tour of Hawaii before December 6, 2021 (96 days) prior to departure, how much refund will we receive?**
 - If the band cancels the entire tour before December 6, all passengers will receive a full refund, including the \$200 deposit.

- **If CDC/State travel restrictions force the entire group to cancel on or after December 7, 2021, how much refund will we receive?**
 - All passengers would adhere to the terms and conditions on My Gateway (see attached individual cancellation terms outline for your reference). Passengers who purchased the "Cancel for Any Reason" Travel Insurance, plan F465G, can file a claim through TripMate to recover 75% of any non-refundable money paid. Contact TripMate at www.tripmate.com/wpF465G or call 1-833-297-2255.

- **If an individual passenger(s) decides to cancel on or after December 7, 2021, but the band still travels, how much refund will we receive?**
 - Terms and conditions on My Gateway would apply (see attached individual cancellation terms outline for your reference). Passengers who purchased the "Cancel for Any Reason" Travel Insurance, plan F465G, can file a claim through TripMate to recover 75% of any non-refundable money paid. Contact TripMate at www.tripmate.com/wpF465G or call 1-833-297-2255.

- **I have general questions regarding insurance and/or My Gateway.**
 - Please email your question(s) to gmf@musicfestivals.com. Specific questions regarding insurance contact TripMate.



Tullahoma High School Band
Justin T. Scott, Director
Lisa Burden, Director
Atticus Hensley, Director
Performance Tour of Oahu
March 12 – 18, 2022

Inclusions

Transportation

- Round-trip motorcoach transportation between Tullahoma High School and Nashville and/or Atlanta
- Round-trip airfare between Nashville and/or Atlanta and Honolulu
- Deluxe motorcoach transportation for all activities and performances on Oahu
- Motorcoach drivers' gratuities

Accommodations & Meals

- Accommodations at the Hilton Hawaiian Village Resort (or similar) – 5 nights
- Baggage handling at hotel
- Breakfasts – 5 total
- Lunches/Dinners – 5 total

Performances

- Public performance – 2
 - Tribute performance at the Pearl Harbor Museum & Visitor Center
 - Tribute performance at the USS Missouri Battleship

Sightseeing & Activities

- Polynesian Cultural Center admission
 - IMAX theater
 - Buffet dinner
 - Hā–Breath of Life evening show
- Pearl Harbor Touring
 - Tribute performance at the Pearl Harbor Museum & Visitor Center
 - USS Arizona Memorial tour
 - Wreath for group to present at USS Arizona Memorial
 - USS Missouri Battleship admission
 - Tribute performance at the USS Missouri Battleship
 - USS Missouri Battleship group photo for each participant
 - USS Missouri Battleship self-guided tour
 - Commemorative American flags
- Dole Plantation – includes pineapple maze admission
- Diamond Head hiking
- Secret Island
- Pali Lookout



Additional Inclusions

- Services of two Gateway Tour Managers throughout tour upon arrival in Honolulu
- Local Polynesian guide throughout tour
- All taxes and gratuities on inclusive services with the exception of your Gateway Tour Managers
- Flower lei greeting
- Professional Liability Insurance carried by Gateway Music Festivals & Tours, Inc.
- Luggage tag for each checked bag
- Round-trip luggage fees for 1st checked bag for every person (\$60.00 value per bag)

Non-Inclusions

- Individual Travel Insurance **
- Porterage of luggage at airline skycaps
- Additional airline baggage fees (2nd checked luggage or overages)
- Increase on air taxes and/or fuel surcharge
- Gratuities to the Gateway Tour Managers

Price

Price per person

	Four per room	Three per room	Two per room	One per room
Land Price	\$1,683.00	\$1,843.00	\$2,168.00	\$3,143.00
Airfare	\$1,297.00	\$1,297.00	\$1,297.00	\$1,297.00
Total Tour Price	\$2,980.00	\$3,140.00	\$3,465.00	\$4,440.00

*** Passengers that wish to insure their individual tour package can find information on My Gateway. Gateway must receive the passenger's premium payment at any time prior to or along with their final payment. For questions regarding coverage call Trip Mate at 1-800-888-7292 and refer to Plan F455G or F465G (Plan with Cancel For Any Reason). You may also visit their website at www.tripmate.com/wpF455G or www.tripmate.com/wpF465G.*

Tullahoma High School
Individual Cancellation Date Penalties

based on Gateway Music Festivals & Tours Terms and Conditions

Cancellation time frame	Up to 96 days	95 to 61 days	60 to 16 days New passenger fee* applies	15 days to departure New passenger fee* applies
	December 6, 2021	December 7, 2021 to January 10, 2022	January 11, 2022 to February 24, 2022	February 25, 2022 to March 12, 2022
Air Penalties:	^^No penalty	Air Deposit	Entire Air Ticket	Entire Air Ticket
Air	^^No penalty	\$200.00	\$1,297.00	\$1,297.00
Land Penalties: (based on occupancy)	^^No penalty	50% of land cost	75% of land cost	100% of land cost
Land - Student Quad	^^	\$841.50	\$1,262.25	\$1,683.00
Land - Adult Quad	^^	\$841.50	\$1,262.25	\$1,683.00
Land - Adult Triple	^^	\$921.50	\$1,382.25	\$1,843.00
Land - Adult Double	^^	\$1,084.00	\$1,626.00	\$2,168.00
Land - Adult Single	^^	\$1,571.50	\$2,357.25	\$3,143.00
Air + Land Total Penalties				
Student Quad	^^	\$1,041.50	\$2,559.25	\$2,980.00
Adult Quad	^^	\$1,041.50	\$2,559.25	\$2,980.00
Adult Triple	^^	\$1,121.50	\$2,679.25	\$3,140.00
Adult Double	^^	\$1,284.00	\$2,923.00	\$3,465.00
Adult Single	^^	\$1,771.50	\$3,654.25	\$4,440.00
^^Per the Terms and Conditions, cancellation fees may be subject to additional vendors' fees.				