

## FAQs for Registration and Event

Please visit [ksbe.edu/alumnireunion](https://ksbe.edu/alumnireunion) for additional and up-to-date information.

Out of respect for the safety and well-being of all in attendance, all guests will be required to adhere to the following KS event guidelines:

- All guests must provide proof of full vaccination (with matching identification). Proof of vaccination includes a hard copy or a digital copy/photo of a state-approved or government-issued vaccination card. Children under the age of 12 are exempt from this requirement.
- Face masks will be required in all indoor venues, while not eating or drinking, and must be worn properly (covering nose and mouth) at all times while on the premises.
- Guests are asked to follow all KS guidelines on safety and social distancing.
- Individuals who develop any symptoms of illness are asked to stay home.
- Registration check-in will proceed at Kula Ha'aha'a (Elementary School). All attendees will receive a wrist band for entry.
- Tickets will not be mailed ahead of events. Your email confirmation will be required for check-in.
- There will be no consumption of alcohol on campus at any time.
- Security and/or event staff reserve the right to refuse entry, or ask any guest to leave campus, if they refuse to abide by safety guidelines.
- Cancellations may be made through Alumni Relations office at (808) 534-8172 or (808) 534-8283 or [alumnievents@ksbe.edu](mailto:alumnievents@ksbe.edu). Cancellation requests received by Friday, April 29 will receive a full refund. Cancellations made April 30-May 7 will receive a partial refund. Refunds will be processed beginning June 1.

Photography & Filming: Your attendance at any reunion event indicates your consent, waiver, and release to Kamehameha Schools.

*\*Our intent is to host this event as we have outlined above. If unforeseen circumstances require us to adjust these plans, we will be sure to communicate that as quickly as possible.*

**Q: Do I have to wear a mask on campus and during events?**

A: Wearing a mask is still considered the safest way to interact with individuals who are not from your household. We will continue to abide by KS policy regarding wearing a mask while indoors. While wearing a mask outdoors is not required, we strongly encourage you to wear a mask, especially if you are in a group.

**Q: Do we have to be vaccinated to participate?**

A: 'Ae, all attendees age 12 and over, at any Reunion Celebration event will be required to provide proof of vaccination. Mahalo for your kōkua in keeping our lāhui safe!

**Q: I haven't gotten an email about the Alumni Reunion and registration. Why?**

A: E kala mai, we do our best to keep our contact information for Alumni as up to date as possible. Please contact us at [alumnievents@ksbe.edu](mailto:alumnievents@ksbe.edu) and we would be happy to resend you the Alumni Reunion registration information. And please remember to keep us up to date on any changes to your information!

**Q: Why is there only one option to pay with credit card?**

A: We ask that all transactions be made via credit card through the secure registration website. Payment may be made by check by contacting our office in advance, [alumnievents@ksbe.edu](mailto:alumnievents@ksbe.edu) or (808) 534-8283. Please note, tickets are sold first-come, first-served, and the best way to ensure your ticket is to complete your purchase online, we will not hold reservations.

**Q: If I purchase tickets for the Lū'au in Kekūhaupi'o Gym, can I attend the street pā'ina and mākeke at Middle School?**

A: 'Ae! Your Lū'au ticket gives you in-and-out privileges to attend both events. We encourage you to shop the Country Store outside of Kekūhaupi'o Gym and check out the other vendors down at middle school. Don't worry, busses will be available to get you back up the hill!

**Q: If I purchase tickets for the Street Pā'ina, can I go into Kekūhaupi'o Gym to check out the entertainment?**

A: 'A 'ole. Due to capacity limitations, we are only able to offer a limited number of tickets to Kekūhaupi'o Gym, but we hope that by offering a different venue with a nominal fee, more alumni would be able to take advantage of Reunion on campus.

**Q: How will I receive my Lū'au tickets?**

A: Your confirmation email will be required for check-in. We will not print or mail tickets for events.

**Q: How many tickets may I purchase?**

A: Every confirmed Kamehameha Schools Alumni will be able to purchase up to two (2) tickets for each eligible event.

**Q: I did not purchase a ticket, but I would like to purchase from Country Store or mākeke, can I still come on to campus?**

A: 'A 'ole. Every participant on campus must have purchased a ticket in advance, and show proof of purchase at check-in. There will not be any on-site ticket sales.

**Q: Can I attend events on neighbor islands?**

A: All alumni are welcome to attend events on Maui and Hawai'i island as long as tickets are available. Events will be capped to abide by safety guidelines and county guidelines where applicable.

**Q: I don't see a class night option, do you have anything planned?**

A: Class Night is at the discretion of your class representatives and/or class officers to plan. Please check with your class representatives/class officers for more information.

**Q: Tickets are sold out! Can I still buy one on the day of the event?**

A: 'A 'ole. Unfortunately, all tickets must be purchased and paid for in advance, during the registration window (April 1-15, 2022, or until events are sold out, whichever comes first). There will be no day-of purchases or registrations allowed for ticketed events. We appreciate your understanding.

**Q: I lost my confirmation email! Can you resend it?**

A: 'Ae, we would be happy to! Please contact us a minimum of 72 hours prior to the event and we will re-send your confirmation. Requests received less than 24 hours prior to the event will be answered as time and availability permits. We apologize for any inconvenience and appreciate your understanding. PLEASE DO NOT LOSE YOUR CONFIRMATION!

**Q: What if I can no longer attend, will I receive a refund? When will I receive my refund?**

A: Cancellations made by April 29 will be honored with a full refund. Cancellations made between April 30 and May 7 will receive a partial refund. Refunds will be processed starting June 1, 2022. Cancellations made after May 31, 2022 will not be refunded. Please understand that due to shipping and supply shortages, food must be ordered far earlier than previous events. Cancellations due to illness or emergency circumstances will be honored on a case-by-case basis. Mahalo for your understanding.

**Q: I purchased my tickets for Alumni Reunion events, but I haven't received my confirmation. What do I do now?**

A: E kala mai, we're sorry for any inconvenience this may have caused. Please check your spam folder to make sure you haven't received your confirmation. Please also confirm if your credit card has been charged for your selections. If you have not received confirmation but can verify your credit card has been charged, please contact us immediately at [alumnievents.ksbe.edu](mailto:alumnievents.ksbe.edu) or (808) 534-8283. If you have neither confirmation nor credit card charges, please re-register and request confirmation with us. It might be helpful if you can provide a screen shot of your purchase.

**Q: I plan to travel to Hawaii from out-of-state. Will boarding on campus be offered?**

A: 'A 'ole. Changes to the Residential Life (Boarding) program and Summer programming, mean that boarding will not be offered to any Alumni. We encourage you to utilize our hotel partner Aqua-Aston Hospitality. The preferred code is available as a registered user of Kamehameha Schools Alumni Lei Hali'a Aloha ([alumni.ksbe.edu](http://alumni.ksbe.edu)), or by contacting [alumni@ksbe.edu](mailto:alumni@ksbe.edu).

**Q: Will there be beverages available for purchase at the on-campus events?**

A: 'A 'ole. Alcohol will not be available for purchase at on-campus events. There will be no consumption of alcohol on campus. Anyone found with alcohol will be asked to leave.