



Music Travel Consultants
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COVID-19 Trip Postponement Information

Greetings from Music Travel Consultants! From our family to yours, we hope that this message finds you happy and healthy. We sincerely appreciate your enduring commitment to travel during these unprecedented times as we navigate the best way forward for each of our 13,000+ travelers affected by 150+ school trip cancellations and postponements. Since this crisis began, our team has been hard at work to treat each group with the same care and attention to detail required to set up a trip from scratch.

In consultation with group leaders, administration, and other trip stakeholders, a joint decision has been made to postpone your trip. Further details regarding the postponement can be found below.

There are no doubt many questions surrounding postponement, cancellation policies, trip protection, and more - we are here to answer each and every one of those questions. To get a head start, please familiarize yourself with the updated trip details, cancellation policies & refund information, cancellation procedures, and a Frequently Asked Questions section. Should any of your questions remain unanswered by this document, please reach out to us using the "Talk to Us" feature located at musictravel.com. We are here to help.

Updated Trip Details for Forest Hills HS Band

What are our new travel dates?

Our new travel dates are Monday, March 29 - Friday, April 2, 2021. This has been updated in the online system.

Will our pricing change?

The updated pricing chart shows Land Package pricing, with Airfare Not Yet Included. You can view the updated pricing page at your trip dashboard at www.musictravel.com. We are pleased that the Land Package is \$150 less per person for the March-April 2021 trip dates. MTC is currently requesting group airline quotes for the new dates. We are hopeful that the air ticketing will be comparably priced to the \$628 per person your tickets cost for the original November 2020 trip dates. Airline tickets will be added to your trip package this Fall. The school may elect to have MTC include luggage fees, after the airline is chosen. Otherwise, travelers would cover that expense at the airport.

What will change?

The Hollywood Christmas Parade performance has been omitted, since the trip is now scheduled for Spring 2021. A performance application has been submitted to Disney Performing Arts for a parade performance at Disneyland. We await confirmation and scheduling details. A 2nd day at Disneyland's sister park, California Adventure, has been added in place of Universal Studios Theme Park, which was included with the Hollywood Parade performance package. This will allow more time for a visit to the new Star Wars: Galaxy's Edge at Disneyland, Also added: a visit to the Grammy Museum and a visit to Downtown Disney.

What stays the same?

All other inclusions and activities from the previous itinerary will remain the same based on availability or suitable substitutions will be made. For example, if an originally booked meal or experience does not have the capacity to accommodate a group of our size on our requested date, another provider will be selected, with school approval.

When will a final itinerary become available?

A final itinerary will be provided at the Departure Briefing (date TBD in March 2021) and will be distributed via the Music Travel Consultants App at that time.

Cancellation & Refund Policy

We realize that traveling over the new dates may not be possible for everyone, so we've worked tirelessly to provide the friendliest cancellation terms we can by stepping into the gap and meeting or exceeding the coverage that a Trip Protection Plan would offer. Please familiarize yourselves with the cancellation & refund policies below.

Cancellation Deadline & Refund Policy for Travelers

Travelers cancelling on or before January 25, 2021 will receive a refund of all payments minus the \$100 non-refundable deposit. Cancellation requests received after January 25, 2021 are 100% non-refundable.

Trip Protection Plan via Travel Insured International

If you are cancelling from the postponed trip and have previously purchased a Trip Protection Plan from Travel Insured International via your online account, you may file a claim for any portion of the trip which is non-refundable per the policies above, providing you have not yet made your final trip payment to Music Travel Consultants. Claims will be reimbursed at 75% per Travel Insured International's policies.

Procedure for Requesting Cancellation

Please complete the steps below to request your cancellation.

- 1) Visit us at musictravel.com.
- 2) Click on "Trip Login."
- 3) Log in using your credentials.
- 4) Click on "Cancel a Traveler."
- 5) Select all travelers you wish to cancel and complete request by following the prompts.

Completing this process will trigger a notification in our office to begin the cancellation procedure on your behalf. All cancellations will be refunded in accordance with the policies outlined above.

Cancellations requested after January 25, 2021 are not eligible for a refund or credit of any size.

Frequently Asked Questions

Can I register a new traveler for the postponed trip?

Yes. Jeff Buchanan has provided Online Trip Registration instructions for the new trip dates to Mr. Wesche, for him to forward to Freshmen parents and any other new travelers. You may also contact Jeff at jeff.buchanan@musictravel.com to request the new trip registration instruction page.

I have not yet purchased the Trip Protection Plan - can I purchase it now?

Yes, you may still purchase the optional trip insurance, as long as you have not yet paid your trip in full. Look for the Travel Insured International link on your trip homepage at www.musictravel.com after you have registered for the trip.

Why was this particular set of dates chosen for postponement?

The 2020 Hollywood Christmas Parade was canceled due to Covid-19. The school chose the new March 29-April 2, 2021 trip dates per school administration approval.

What happens next?

For any traveler wanting to remain on the active trip roster and participate in the postponed trip, no further action is required on your part. You may view the new itinerary and pricing page at your trip dashboard at www.musictravel.com . Airfare will be included with the trip package pricing this Fall, after the school has chosen their flight arrangements.

For any traveler wanting to cancel themselves off of the postponed trip, please do so following the procedure outlined above before the January 25, 2021 deadline in order to receive a credit for your flight. All cancellations will be completed in accordance with the policies outlined in this document and as shown on the updated Tour Conditions page, available via your account at MTC Online.

In the coming weeks and months, expect more formal updates similar to this one to be pushed out as needed for major trip updates. As was the case for our scheduled departure, you will be notified when you are able to access the trip via the Music Travel Consultants mobile app to review the final itinerary.

From our family to yours, we are humbled by the patience you've afforded us while working through a truly staggering amount of communication and information. We are thrilled to be your travel partner and can't wait to serve you on the road.

Jeff Buchanan

Senior Travel Designer
Music Travel Consultants

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