

Shadow Tour - Frequently Asked Questions

Payments and Tour Agreement Signature Page

Q1. There is not a place on the signature page to indicate what package folks are taking or a place for names or occupancy numbers, are we to just write that in on the form?

A1. The signature page is only for the group leader to sign and return. We will get you a more detailed application for individuals and families in the next day or two.

Q2. Is there an online payment option for shadow tour? If so, what is the information for folks to use this option?

A2. There will also be an online payment option for the shadow tour. It will be similar to the one for the band, but with different options (full package, land-only, ticket package only).

Q3. Can shadow tour and student payments be sent on 1 check?

A3. Yes. However, the person writing the check must clearly indicate for whom the payments will be... and the amount to be attributed to each person.

Cancellations

Q1. Under the payment schedule it indicates that the deposit is non-refundable but under cancellations it indicates that prior to May 1, 2016 there is a full refund. Can you please confirm.

A1. We will be able to refund cancellations made prior to May 1, 2016 for (1) land only participants; and (2) tickets only participants. Deposits for full package participants are non-refundable due to the nature of payments required by the airlines.

Dates

Q1. What is the drop dead date to get on board with the Shadow Tour?

A1. We can be somewhat flexible about dates to get on board... especially with land only and tickets only participants. Ideally, we would like to have a more or less accurate count of full package participants by the end of January, so that we can best craft our group air blocks.

Q2. We have several folks with family in CA and may be interested in purchasing Tickets only for those folks who live in CA. When will pricing information be available and what is the commit date for Tickets only?

A2. I hope to have that out to you by the end of the week at the latest. It should be on the application.

Q3. When do people need to decide on their final package choice, Land only, Tickets only, Air and Land?

A3. For the best chance of securing prime group air blocks, we would like to have a good handle on how many participants will be opting for the full package. Other than that, we can use this semester to work on bringing everyone else (land only and tickets only) in for deposit. The focus right now needs to be on those folks planning to purchase the full package shadow tour.

Travel

Q1. Airfare - can it be transferred to another person if someone has to cancel?

A1. Typically, airlines do not allow transfers. If someone cancels, the airlines usually charge a \$150.00 cancel / change fee, but will credit the individual the remainder of the ticket for a future flight.

Q2. Will Travel Insurance be available? Cost?

A2. We can make travel insurance available. However, it would need to be adopted by (and the premium paid for) the entire group.

Q3. Are baggage fees included or will there be an additional fee?

A3. Unfortunately, the airlines do not allow us to pre-pay for baggage fees. Anyone wishing to check bags will pay for that service at the airport at check in. Most of our airlines set up a separate check in line for our groups.

Miscellaneous

Q1. I think the last time we went to TOR you came back to visit before the trip to share details about the student trip, packing, etc, if you are doing that again can we also offer to Shadow Tour folks.

A1. Probably not this time, since I already made that trip late last year.

Q2. Is it possible to get a report from you say around 2/1/16 that would tell me who signed up to go on the Shadow Tour? I would like to start making a roster so I can keep things organized as to who is taking what packages and prepare for sign offs with tickets and such once we get there.

A2. Yes... absolutely... hopefully well before then.