

FAQ for Registration and Events

Terms and Conditions

Please visit ksbe.edu/alumnireunion for additional and up-to-date information.

Registration Opens April 1, 2024 at 9:00am (Hawaii time), closes April 15, 2024 (or as events sell out)

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:

- Individuals who develop any symptoms of illness are asked to stay home.
- Tickets for O'ahu events will be available for pick-up at the first purchased event or Dorm Check-in. Lost tickets will be replaced at the event Will Call table.
- There will be no consumption of alcohol on campus except during Lū'au where it will be available for purchase. Guests unable to drive themselves home will be sent home by Uber/Lyft at their own expense.
- Parking for on campus events will be at Hale Ho'okū Ka'a Parking Structure. Shuttle buses to events will be provided, unless otherwise specified. Please check the shuttle schedule online.
- 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.
- A \$10 processing fee will be added to all orders. The processing fee is non-refundable.

Cancellation Policy:

- Contact Alumni Relations at (808) 534-8283 or alumnievents@ksbe.edu by April 30 to receive a refund. After May 1, cancellation requests will not be accepted, except for emergencies. Any 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: 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 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: Can I call to reserve my tickets and pay for them later?

A: 'A 'ole. All tickets must be purchased online and paid for during the transaction window. We appreciate your understanding.

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 or (808) 534-8283; however, tickets are sold first-come, first-served, and the best way to ensure your ticket(s) is to complete your purchase online, we will not hold reservations.

Q: If I purchase tickets for the Lū'au, can I also attend the mākeke?

A: 'Ae! Your Lū'au ticket is inclusive of the mākeke.

Q: I did not purchase a lū'au ticket, but I would like to shop at the Country Store or mākeke, can I still come on to campus?

A: 'Ae. The Country Store and mākeke will be open to all. Guests entering the mākeke area who have not purchased a lū'au ticket will be given a different color wrist band and may not enter the lū'au area. Guests in the lū'au area who have not purchased tickets will be asked to leave.

Q: The website does not seem to accept my registration, I've tried 3 times! What do I do?

A: Due to the high volume of activity, the website may not refresh or update as quickly as it usually does. **DO NOT** attempt to make your purchase more than once. Please contact the Alumni Office, (808) 534-8283 to confirm if your original attempt was successful.

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

A: Tickets will be available for pick-up at your first purchased event, including Dorm Check-in. Please go to the Will Call table for ticket packets or replacement tickets.

Q: How many tickets may I purchase?

A: Every eligible Kamehameha Schools Alumni graduate will be able to purchase a maximum of two (2) tickets for Lū'au and Kūpuna Pā'ina. If you have a caregiver or need additional assistance, please contact Alumni Relations before you purchase your tickets, we have set aside tickets for those needs.

Q: Can I attend events on neighbor islands?

A: Hiki nō! All alumni are welcome to attend events on Maui and Hawai'i island.

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

A: Class Night is planned by your class. Please check with your class representatives/class officers for more information.

Q: I missed registration! Can I still buy tickets after April 15?

A: Tickets will be sold during the registration window (April 1-15, 2024) or until events are sold out, whichever comes first. While we expect the Kapālama Lū'au to sell out, tickets for other events may still be available online or at the door. Please do not wait to purchase your tickets!

Q: I lost my tickets! How do I get new tickets?

A: Please notify us in writing at alumni_events@ksbe.edu at least 48 hours ahead of pick-up. Replacement tickets will only be available at the designated event. Please go to the Will Call table to pick up your tickets.

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

A: We are very sorry you won't be able to join us. All cancellations made by April 30 will be honored with a refund. **Cancellations made beginning May 1, 2024 will not be refunded**, we encourage you to reach out to your class representatives and classmates who were unable to get tickets or need extra. Refunds will be processed starting June 1, 2024. Cancellations due to illness or emergency circumstances will be honored on a case-by-case basis. Mahalo for your understanding.

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

A: Boarding will be available to celebrating classes in the "4s" and "9s" from 1944 through 1974 ONLY. We encourage all our Alumni to utilize our hotel partners. The preferred codes are available as a registered user of Kamehameha Schools Alumni Lei Hali'a Aloha (alumni.ksbe.edu), or by contacting alumni@ksbe.edu.

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

A: 'A 'ole. There will be no sales or consumption of alcohol at any on-campus events, with the exception of Lū'au, where it will be available for purchase. Guests are not allowed to bring alcohol onto campus, and if found with alcohol, will be asked to leave.