



Music Celebrations International, L.L.C.

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COVID-19 Procedures to Follow During your MCI Group Tour to a Destination with Various Vendor-Specific Vaccine Mandates in Place

Good Reminders to Travelers:

MCI strongly encourages all tour members to have the following 4 items with them throughout the tour:

- 1) Proof of full Vaccination. Most cities/businesses define “fully vaccinated” as the following:
 - 2 weeks after their second dose in a 2-dose series, such as the Pfizer or Moderna vaccines, or
 - 2 weeks after a single-dose vaccine, such as Johnson & Johnson’s Janssen vaccine
- 2) Government Issued ID showing your full name, date of birth, and a clear photo
- 3) Masks
- 4) Health Insurance Card (if applicable)

Mask and Vaccine-Proof Requirements

- Expect to be asked for proof of full vaccination (and matching picture ID) to be required to enter all dining establishments (including hotel meals; I.E. Breakfast room) as well as all indoor activities (I.E. indoor sightseeing, indoor performance venues, indoor tourism activities)
- It is not the MCI Tour Manager’s responsibility if a tour member fails to show proof of full vaccination and is denied entry into a sightseeing activity, indoor activity, restaurant, or performance venue.
- Expect masks to be required for all indoor activities except when eating/drinking, when you are in your hotel room, and when you are performing
- Performers/Directors are allowed to be unmasked while performing
- Masks are required in restaurants except when actually eating/drinking
- Masks are required when on motorcoaches
- It is not the MCI Tour Manager’s responsibility if a tour member refuses to comply with a mask requirement and is denied entry into a sightseeing activity, indoor activity, restaurant, or performance venue.





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COVID-19 “What If?” Scenarios

If someone is having a medical emergency while on tour, first direct them to call 9-1-1 and seek the appropriate medical care. Please see the very bottom of this document for a sample list of examples, but not a complete list, of the covid-19 emergency symptoms. This document should not be read as professional medical advice

If a tour member tests positive for COVID-19 & they purchased the upgraded premier travel insurance plan:

- 1) The tour member needs to go to a local licensed physician/licensed healthcare provider (hospital, urgent care, medical provider, etc.) to get written documentation stating they must quarantine for a specific time frame. The local licensed physician/licensed healthcare provider (hospital, urgent care, medical provider, etc.) is the only authorized party able to provide a quarantine order and written documentation that details how long the quarantine is, what the quarantine mandates are, etc.
 - a. The covid-positive traveler(s) cannot file an insurance claim without this documentation.
- 2) If the local licensed physician/licensed healthcare provider orders the tour member(s) to quarantine in writing:
 - a. Alert MCI staff and the Tour Manager of the situation.
 - b. The tour member(s) will be under **strict** quarantine in their hotel room. This means they cannot participate in any tour activities, including but not limited to sightseeing, restaurants, and performances.
 - c. If they are sharing a hotel room with other tour members: this will be handled on a case-by-case basis, where the tour manager will work with the hotel staff and MCI staff to move the COVID positive tour member to an alternate room to quarantine.
- 3) The quarantined tour member(s) needs to keep track of all receipts and expenses incurred during their quarantine.
 - a. This may include: additional hotel lodging, meals, & required alternate transportation.
 - b. They will need to pay out of pocket for this at first; once their quarantine is over, they can file an insurance claim, for insurance reimbursement.
- 4) At the end of their ordered quarantine period, the tour member should make an appointment at a local testing site to confirm they now test negative for COVID-19.
- 5) *Once the tour member is back home:*
 - a. *If they purchased the upgraded travel insurance:*
 - i. *They can claim up to \$200 a day/up to \$2800 total of expenses associated with their quarantine. To do so, they must file a claim under “Travel Delay” by going to <https://www.tripmate.com/main/claims/>*
 - b. *If they did **NOT** purchase the upgraded travel insurance:*
 - i. *Once the tour member is back home, they can only claim up to \$150 a day/up to \$600 total of expenses associated with their quarantine. To do so, they must file a claim under “Travel Delay” by going to <https://www.tripmate.com/main/claims/>*





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Multiple people in the same group test positive for COVID-19:

- 1) Follow the same steps as if it was just one tour member, with one exception: if they are sharing a hotel room with other tour members: they have the option to reduce their upfront out of pocket costs by quarantining together.
- 2) Confirming alternative hotel room arrangements will be handled on a case-by-case basis, where the tour manager will work with the hotel staff and MCI staff to move the COVID positive tour members to alternate rooms to quarantine.
- 3) The tour members will be under **strict** quarantine in their hotel room. This means they cannot participate in any tour activities, including but not limited to sightseeing, restaurants, and performances.

If a tour member purchased the upgraded travel insurance and has questions about coverage:

- 1) They should contact TripMate by calling Trip Mate at 1-833-297-2255.
- 2) When contacting Trip Mate, the plan number to reference is #UF300M.

If a tour member did NOT purchase the upgraded travel insurance and has questions about coverage:

- 1) They should contact TripMate by calling Trip Mate at 1-833-297-2255.
- 2) When contacting Trip Mate, the plan number to reference is #UF374.

If an adult Chaperone needs to stay behind and quarantine with a COVID positive traveler:

- 1) In order for the chaperone to file an insurance claim, they will also need to obtain written documentation from a local licensed physician/licensed healthcare provider ordering them to quarantine. A chaperone is not automatically granted quarantine coverage, without a written mandate from the local licensed physician/licensed healthcare provider, stating that they need to quarantine.
- 2) If the local licensed physician/licensed healthcare provider does not grant this, then the chaperone must pay for their quarantine expenses out of pocket. Without a quarantine order from the local licensed physician/licensed healthcare provider, the chaperones quarantine is not covered by travel insurance.

If a tour member is denied entry to a performance, restaurant, or sightseeing activity due to failure to provide proof of vaccination:

- 1) The tour manager is not responsible for this.
- 2) It is the tour member's responsibility to get themselves back to the hotel at their own expense.
- 3) If it is a student, it is highly recommended that a chaperone accompany the student back to the hotel.

A tour member asks about COVID-19 testing, but doesn't know where to sign up for testing:

Direct them to a local healthcare provider, or other recognized site for testing (local urgent care, local hospital, CVS, Walgreens, etc.) Your local MCI Tour Manager can often provide advice as to where to secure local testing. If your MCI Tour Manager is not able to provide testing location recommendations, contact the front desk/concierge of your group hotel, as they can advise local testing opportunities. The local covid testing may have a cost to it, which is the responsibility of the traveler





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A tour member is not feeling well and is presenting covid-19 symptoms and/or a covid-like-illness

Direct them to a local licensed physician/licensed healthcare provider (hospital, urgent care, medical provider, etc.), closest to the tour groups' hotels.

When to seek emergency medical attention

Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone

***This list is not all possible symptoms. Please contact your medical provider or a local medical provider for any other symptoms that are severe or concerning to you. If emergency care is needed, immediately call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.**

