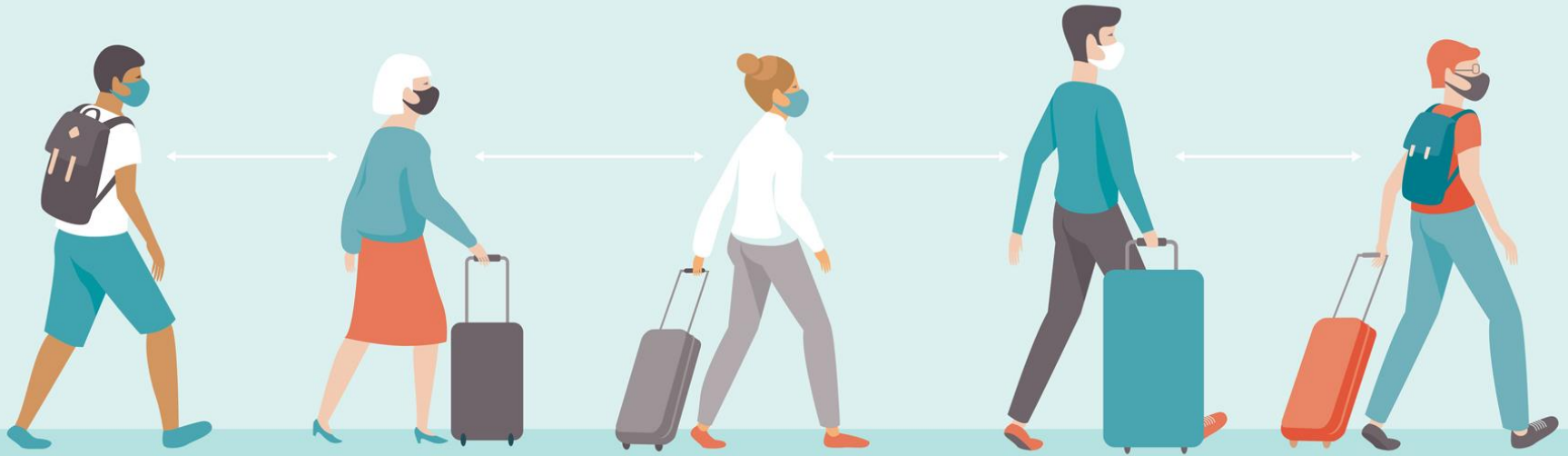


MCI Safety & Security

Through the Pandemic & Beyond



Your Safety is Our Highest Priority

When you travel with Music Celebrations International programs, you can rest assured knowing that we have spent decades putting a network of support in place to ensure your safety and ensure your quality experience.

Behind the Scenes, For Your Safety

Our protocols for health and safety have evolved many times over 28+ years in the performance tour industry, and they are ever-evolving to fit the unique situation presented by the current pandemic of COVID-19. We certainly recognize the uncertainty presented by the coronavirus, and we are working to adapt in ways that can allow all travelers, now and into the future, to experience the life-changing opportunities that travel and performance tours offer!

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MCI's 24/7 Support

Ask anyone who's had an unexpected emergency while traveling with us and they'll tell you – we have your back every day, every hour...24/7, no matter what time it is or where you are!

- **24/7 Emergency MCI Phone**
- **Domestic and International Offices:**
- **On-Site Tour Management & Assistance**



MCI's Promise to You

If a member of your group is diagnosed with COVID-19 or a COVID-Like-Illness while on tour with Music Celebrations International, we will be there every step of the way, from helping to secure the necessary care, to arranging for a quarantined environment if deemed necessary.

We need you to do your part too: We will ask all participants to commit to care for your fellow participants by acknowledging any symptoms you may be experiencing prior to travel. If you are sick, stay home.

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MCI's Protocols for Safety

Our protocols detailed below will continue to evolve, and likely differ slightly from group to group, and city to city, because we are committed to getting it right, and again, because your health, safety, and well-being is at the forefront of our priorities:

- **Hygiene**

MCI encourages clients to bring and wear their own masks/face coverings, but will provide clients with disposable masks on an as-needed basis throughout the tour. We'll take breaks for frequent hand washing and provide hand sanitizer.

- **Adjusted Itineraries**

We will adjust your schedule to maximize your experiences each day to account for new rules for capacity management, social distancing, masks, and more.

- **Safety Briefing**

Our Tour Managers and Motorcoach Drivers will brief you when you first arrive (or sometimes even before!) on new safety protocols that you will need to follow/adhere to in the destination(s) of your performance tour.

- **On the Motorcoach**

Our motorcoach partners have new cleaning protocols and are establishing new guidelines

- **At the Hotel**

Our hotel partners are deep cleaning, and modifying everything from check-in to the way you use the elevator.

- **Meals**

When we're selecting restaurants, MCI will use our local knowledge, our staff on the ground and our strong relationships to choose restaurants who are all following strict local guidelines and best hygiene practices.

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Frequently Asked Questions

What will MCI do differently in response to coronavirus and the pandemic in general?

We are following all guidance from the CDC, the WHO and the U.S. State Department on all travel and events, which means we are working with our management team, our local offices, and our partners to reschedule tours that aren't possible during this time. In preparation for a time when we can resume tours, our management team located in offices worldwide is evaluating and facilitating changes that will be necessary and prudent for this new environment, including adjustments that focus on hygiene, social distancing, and ensure your safety and well-being.

Our school/organization has stringent guidelines and protocols for travel. Can you meet them?

We are professionals at navigating the sometimes complex regulations of a specific school district, university system, or private organization. We are confident that we can meet even the most stringent guidelines for travel. MCI has an unmatched safety record and we are also registered with all state seller of travel offices. Our reputation for preparedness is matched by a strong history of successful management of all crisis situations.



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Frequently Asked Questions

What if a trip participant has a medical or other emergency while the group is traveling?

In the event of an emergency, first seek medical care through the local emergency services phone number (911 in the United States, 112 in Europe, 110/120/119 in China, etc.) MCI's local tour manager and headquarters office is easily available 24/7 and will assist in ensuring that you and your participants receive prompt, dedicated, compassionate care to navigate you safely through the respective emergency.

What type of insurance does MCI provide and why?

Though you probably have insurance of your own, many of our programs include thorough medical and accident coverage to ensure you are fully covered while traveling. This is particularly important if you are traveling abroad, and some schools/organizations even require this additional insurance. Terms and conditions of this insurance are controlled by TripMate, who is easily available and can be reached directly to respond to your questions, concerns, or to file a claim. MCI offers both a standard plan insurance and premier plan insurance that you should consider for your trip, to both protect the safety of your participants, but also to protect your financial investment of the performance tour.



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Through the Pandemic & Beyond

Frequently Asked Questions

What will flying be like?

If you are flying to your performance tour destination, each airline we partner with has slightly different processes and protocols to respond to COVID-19, and we recommend you check the website of your airline for the most up-to-date information. Airlines are deep cleaning, disinfecting/sanitizing, and may be reducing the number of people on each plane, and requiring face coverings while on board. Additionally, food service on the plane is either not available or pre-packaged, and so we recommend packing a meal and snacks, particularly if you are flying around a meal time.

Will we need to wear masks?

MCI encourages clients to bring and wear their own masks/face coverings, but will provide clients with disposable masks on an as-needed basis throughout the tour. All clients will be given information to help you meet requirements for face coverings at sites you will visit, venues you will perform in, and activities in which you will participate. You will need to follow any and all local, state, county, region or country guidelines, and also follow any site-specific requirements for face coverings, including on the airplane and inside any cultural sites or performance venues that may require a mask.



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Frequently Asked Questions

Will we get our temperature checked?

For the time being, we will ask each group's director/tour coordinator to facilitate temperature checks each morning to ensure that all participants are feeling well. There may also be temperature checks at the airport and at certain sites prior to entry.

How will our group schedule/program or itinerary be impacted?

We may make adjustments and/or recommend adjustments to reduce each individual's daily exposure to other people and allow more flexibility in meeting COVID-19-related requirements. This could include changes to keep groups from mixing if you are traveling with other organizations, or adjusting the size of a group. These changes will be made on a case-by-case basis and communicated and discussed with you, well in advance.

Are doctors available on call through insurance?

Our standard and premier upgraded insurance includes multi-lingual medical professionals available 24 hours a day to provide help, advice, and referrals for medical emergencies. We will help you locate local physicians, dentists, or medical facilities, and provide services for:

- Medical Consultation & Monitoring
- Medical Evacuation Arrangements
- Emergency Medical Payments
- Prescription Assistance
- Repatriation of Remains Arrangement
- 24 Hour Legal Assistance
- Language Interpretation Services
- Emergency Cash Transfer



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Frequently Asked Questions

What would happen if a trip participant has COVID-19 symptoms while on tour?

If a participant feels ill with symptoms of COVID-19 (which include fever, chills/aches, shortness of breath, coughing), our local tour manager and 24/7 headquarters team will immediately facilitate movement of the participant to a location where they can safely be separated from others, while simultaneously engaging our management team to connect with a local medical facility to consult on the next steps, testing, and treatment. We would then, as required:

- Establish and coordinate communication with the participant and the family
- Facilitate transportation for the participant to a local medical facility
- Coordinate quarantine arrangements for the participant, in consultation with local health authorities
- Arrange for transportation for a family member to join the ill traveler
- Provide guidance to the group to reduce the risk of additional exposure and coordinate testing

MCI will provide the resources and work closely with the group leader, tour manager, and travel insurance company necessary to facilitate the recommended treatment, including an isolated, chaperoned location for the participant to recover and arrangements for a new itinerary to return home.

