

# FAQ for Registration and Events

## Terms and Conditions

Please visit [ksbe.edu/alumnireunion](https://ksbe.edu/alumnireunion) for additional and up-to-date information.

**Registration Opens April 1, 2025 at 9:00am (Hawaii time), closes April 15, 2025 (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.
- 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.
- 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.

## Cancellation Policy:

- Contact Alumni Relations at (808) 534-8283 or [alumnievents@ksbe.edu](mailto:alumnievents@ksbe.edu) by April 30 to receive a refund. After May 1, cancellation requests will not be refunded, except for emergencies. Refunds will be processed after 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](mailto: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: How do I register online?**

**A:** We are using a new registration platform on our online community [Lei Hali'a Aloha](#). You will receive an email with a registration link. If you are already a registered user and you are logged in, your contact information will auto populate. You will also be able to easily modify your reservation any time prior to May 1.

You do not need to have an account on [Lei Hali'a Aloha](#), but it is recommended.

Because there are ticket limitations on Kūpuna Pā'ina and Lū'au tickets, each graduate must have an individual email address to proceed with purchasing their tickets. If you are a couple who are each graduates, and you share an email address, please contact the Alumni Relations office, [alumni@ksbe.edu](mailto:alumni@ksbe.edu) or (808)534-8283, for kōkua on how to register the second individual.

**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 via credit card through the secure registration website. Tickets are sold first-come, first-served, and the best way to ensure your ticket(s) is to complete your purchase online, we appreciate your understanding.

**Q: Can I purchase tickets for my spouse, children, or classmates, if they are also celebrating?**

**A:** 'Ae! However, tickets purchased under their names, must be done using their personal email addresses, and class year to ensure that you can access all the events they are eligible to attend during registration. There are ticket limitations on Kūpuna Pā'ina and Lū'au tickets, and certain tickets are only available to eligible class years.

**Q: Does the Lū'au ticket include the mākeke and Country Store?**

**A:** 'Ae! Your Lū'au ticket is inclusive of the mākeke. If you do not have a ticket for Lū'au, you are still welcome to shop the mākeke, Country Store, and purchase pūpū (if available), but you will not be allowed seating in Kekūhaupi'o Gym once food service has begun.

**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; multiple transactions have to be manually refunded and disrupt our ticket count. Please contact the Alumni Office, (808) 534-8283 to confirm if your original attempt was successful or to re-register.

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

**A:** We are stepping into the digital age! Your email confirmation will be your ticket for events. There will also be an accompanying QR Code that will access all of your purchases. **DO NOT share your email with your guests.** Your guests must be present with you to check-in. If your guest(s) check in without you, you may not be able to enter the event.

**Q: How many tickets may I purchase?**

**A:** Every eligible Kamehameha Schools celebrating graduate alumni\* is eligible 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, as we have set aside tickets for those needs. Other events may be open for additional ticket sales, including to non-celebrants.

\*Non-graduates are welcome to attend the Kapālama Lū'au as a guest, however, they are not eligible to purchase tickets. Non-grads may purchase tickets to other events when available.

**Q: Can I attend events on neighbor islands?**

**A:** Hiki nō! All alumni are welcome to attend events on Maui and Hawai'i island. We invite you to huaka'i with your class and/or 'ohana. The more the merrier!

**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, 2025) 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 email confirmation!**

**A:** Please contact us at [alumnievents@ksbe.edu](mailto:alumnievents@ksbe.edu) at least 48 hours ahead of the event and we will resend your confirmation. You will also receive a reminder email 1 week prior to the start of Reunion. Please double check that it is not going to your spam or junk mail.

**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 requests made beginning May 1, 2025 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 after 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:** Dorms will be available to celebrating classes in the "0s" and "5s" from 1945 through 1975. If there are beds still available after April 15, we will open them up to the 30<sup>th</sup> celebrating class (1995), and then the 35<sup>th</sup>, 40<sup>th</sup>, and 45<sup>th</sup> celebrating classes. 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](http://alumni.ksbe.edu)), or by contacting [alumni@ksbe.edu](mailto: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, except for Lū'au. Guests are not allowed to bring alcohol onto campus, and if found with alcohol, will be asked to leave.