



Important Information

Oahu, Hawaii

March 26 – April 2, 2022

Congratulations!

You're about to embark on a truly memorable travel experience to Oahu, Hawaii!

This document will assist you in planning for your trip. Please review the information below and contact Maddy Knutson at Travel Headquarters at (800) 748-0478, (231) 947-0882, or via e-mail at maddy.knutson@VIKTORwithak.com if you have any questions.



COVID Travel Requirements

For up-to-date information on requirements for entry into the Hawaiian Island of Oahu, please refer to the *COVID Travel Requirements* document posted on the [trip website](#). Be sure to review the version for pre-extensions if you are arriving to Hawaii early!

Air Travel

Documentation

- All passengers age 18 and older are required to present valid government-issued photo identification (federal, state or local). Example: driver's license or passport.
- **All passenger names (first, middle, last names and any suffixes [Jr., Sr., III, etc.]) on airline tickets / e-tickets must match identification exactly or the airlines will deny boarding.**
- Any changes after ticketing may result in penalties.
- Travel with photocopies of your travel documents and identification in case the originals are lost or stolen.

Airport check-in and boarding

- Be sure to have one or more masks for use at the airport, during flights, and on location.
- Most airlines are requiring the use of masks while on board the aircraft. Check the airline's website for up-to-date information.
- Plan to bring beverages and snacks as airlines will provide limited in-flight service.
- To avoid being denied check-in or boarding:

- You and your luggage **must** be checked in with the airline at least 60 minutes prior to flight departure. You may be able to check-in online and prepay baggage fees; visit your airline's website for information.
- You must be at the gate at least 30 minutes prior to departure.
- We recommend arriving at the airport at least two hours prior to flight departure to allow for long lines and delays.
- If you have an early morning departure, contact your airport to determine when the ticket counter will be manned.
- Airline websites and travel apps are useful for checking flight status and receiving notifications.
- The trip's mobile web app will include your flight information, confirmation, and ticket number(s), to use as a reference at check-in.
- Visit the TSA website at www.tsa.gov for more information.

Carry-on luggage

- One carry-on bag is permitted per person, plus a personal item (laptop, purse, camera bag). The bag may not exceed 45 linear inches (9" x 14" x 22") and must fit in the overhead compartment or under the seat in front of you.
 - Carry some toiletries and a change of clothes should your luggage be delayed.
 - Prescription drugs, in their original containers, should also be in your carry-on luggage.
- Liquids, aerosols, gels, creams, and pastes are limited to travel-size (3.4 ounces or less, each) and must fit comfortably in a one-quart-size clear plastic zip-top bag. For more details visit <https://www.tsa.gov/travel/security-screening/whatcanibring/all>
 - Due to COVID-19 and until further notice, TSA is allowing one liquid hand sanitizer container up to 12 ounces per passenger in carry-on bags. Passengers can expect that these containers, larger than the standard allowance of 3.4 ounces of liquids, permitted through a checkpoint will need to be screened separately, which will add some time to their checkpoint screening experience.
- The TSA requires that your luggage be unlocked, or you may use TSA-approved locks, which are available where travel-oriented goods are sold.
- For the most information, visit the TSA website at www.tsa.gov and the airline's website.

Checked luggage fees

Baggage fees vary by airline and frequent flyer status and are at your own expense. Contact your scheduled airline for up-to-date information.

Check on-time departures

Call or check the airline website (phone number and website listed below), or use the airline mobile app before leaving for the airport to verify that your flight is on time.

- United Airlines (UA): (800) 864-8331 / www.united.com

Flight delays

Once you check-in, the reservation is in the hands of the airline. If your travel is interrupted or cancelled while you are at the airport, please get in line at a ticket counter or service desk. Once your new flights are booked, please inform Travel Headquarters of the new flight information. While in line, if you'd like assistance with possible flight options, call Travel Headquarters at (800) 748-0478 or (231) 947-0882. If you call outside of business hours, an option is provided to be forwarded to one of the trip's Air Specialists for assistance.

Frequent flyer information

Upon receiving your e-ticket confirmation from Travel Headquarters, please contact the airline's general reservations desk and provide your frequent flyer number, or present your number at check-in. It is a good idea to keep your boarding passes until mileage has been credited to your account.

Luggage identification

Securely attach the Schumacher & Seiler luggage tags you received in the mail to each piece of luggage you are checking. We also recommend enclosing within your luggage a business card as this may help the airline identify your bag if the outer tag is detached in transit.

Resort Information

Four Seasons Oahu at Ko Olina

92-1001 Olani Street

Kapolei, Hawaii 96707

Tel: (808) 679-0079

<https://www.fourseasons.com/oahu/>

ATM

The resort's ATM is in the main lobby, next to the business center and near the elevators.

Business Center

The resort does not have a proper Business Center but offers a 24/7 computer kiosk where resort guests can print documents.

Car rental

Rental cars may be booked through the resort Concierge; vehicles will be delivered to the resort for your convenience.

Check-in and check-out times

Check-in time is 3 pm. Check-out time is noon.

Church services

There are a few nearby churches that offer several service times. Stop by the Hospitality Desk for information.

Credit cards accepted

The resort accepts Visa, MasterCard, American Express and Diners Club, along with Discover and debit cards.

Guest room amenities

Amenities include a flat-screen HD television with on-demand options, high-speed Internet access, a minibar, an in-room safe, turn-down service, deluxe bath amenities, and a hairdryer.

Health and safety

The Four Seasons Oahu at Ko Olina currently requires guests to wear masks when in public indoor and outdoor spaces. You can read more about the Four Seasons "Welcome Back" guidelines [here](#).

Internet connection

All guest rooms and resort public areas provide complimentary Wi-Fi.

Laundry services

Express dry cleaning, laundry and pressing services are available for a fee.

Resort restaurants

Specific restaurant details can be viewed on the resort website's [Dining page](#). In-room dining is also available 24-hours a day.

- [Mina's Fish House](#) brings their line-to-table dining experience philosophy to the traditional Hawaiian Fish House. Open daily for happy hour (3 – 5 pm) and dinner (5 – 9 pm).
- [La Hiki](#) offers open-air dining alongside the Serenity Pool. Open daily for a la carte breakfast, for brunch on Sunday, and for lunch Monday – Saturday.
- [Noe](#) celebrates time-honored Southern Italian cuisine with a modern attitude. Open daily for dinner, 5 – 9 pm.
- [Hokulea](#) is an open-air coffee bar serving locally crafted artisanal coffee, fresh pastries, organic salads, and sandwiches. Open daily, 6 am – 2 pm.
- [Waterman Bar and Lounge](#) boasts an impressive collection of Hawaiian craft beers, hand-crafted cocktails, wines, and a vibrant menu of casual bites. Open daily for beverages and lunch. Open for dinner Tuesday – Saturday.
- [Dr. Mai Tai's](#) is the resort's swim-up bar located at the water's edge of the famed infinity pool. Open daily, 1 pm – sunset.

Security

All guest rooms are equipped with in-room safes. Any valuable items that are not placed in the safe are not the responsibility of the resort. Should you require special security arrangements, please communicate these requirements with the Hospitality Desk.

Shuttle service

The resort offers a complimentary round-trip shuttle service between its property, Ko Olina and the Ka Makana Ali'i shopping center, home to a variety of shops and dining options. It can be booked through the Concierge. Daily schedule:

- From Ko Olina to Ka Makana: 2:30 pm, 4 pm, 5:30 pm, and 7 pm
- From Ka Makana to Ko Olina: 2 pm, 3:30 pm, 5 pm, 6:30 pm and 8:30 pm

Smoking policy

All guest rooms and public areas are non-smoking. Designated smoking areas are available.

Spa and fitness facilities

- [Naupaka Spa](#) is in the building adjacent to the front drive. The Spa is open daily, 9 am – 6 pm. Please note that all guests are subject to a health screening upon spa check-in, and masks are required while in the spa and during treatments.
- [The Fitness Facilities](#) are within the spa and are open daily, 6 am – 6 pm.

Taxis and ride-sharing services

The concierge staff can help schedule taxi pick-ups, and fares are paid directly to the taxi. The resort also recommends both Uber and Lyft, but these are subject to availability and surge pricing.

Additional Information

Attire guidelines

- Beach / Pool: Bathing suits with cover-ups, sandals, or flip-flops. Cover-ups and shoes are required in the resort lobby and restaurants.
- Golf: Slacks or knee-length shorts with golf shirts for men; slacks, golf shorts or skirts with golf shirts for women.
- Resort Casual: Dress shorts or slacks with polo or button-down shirts for men; dress shorts, sundresses, or separates for women.
- Tour Casual: Comfortable clothing including tidy shorts and walking shoes. If visiting a church, dress modestly and cover shoulders.
- Tour with swimming included: Cool comfortable clothing, bathing suit, sunscreen, hat, and sunglasses.

Credit cards

If you have not traveled recently, you may want to contact your credit card company and advise them that you will be traveling to Hawaii. Credit card companies may put a hold on a card showing activity that does not follow your usual profile.

Destination tips

- Have the resort phone number and address with you when you leave to explore the area.
- Bring photocopies of your ATM and credit cards. In case of loss, replacement will be easier.
- Bring a copy of your CDC COVID Vaccination card with you, if applicable.
- Please consider using reef-safe sunscreen!

Expenses

Personal items such as room incidentals, laundry, phone calls, movie rentals, mini-bar consumption and activities not sponsored by Schumacher & Seiler will be at your own expense.

Gratuities and taxes

Tips and taxes for all services outlined in the itinerary have been prepaid for you. Tips for optional sightseeing, additional meals, and other services rendered should be handled on an individual basis.

Health insurance

Schumacher & Seiler has purchased a Travelex Basic Policy for each qualifier and guest. This policy does not cover trip cancellation, but it will provide reimbursement for emergency medical and dental treatment, out-of-pocket expenses due to trip delay or interruption, baggage delay/loss expenses and other services. You will receive your confirmation of coverage email two weeks prior to the trip. To make a claim, call the Claims Team at 1-800-228-9792 and reference your individual confirmation number located in the policy detail section. Your number will also be provided to you on your trip mobile app. Be sure to keep all receipts when submitting a claim for reimbursement.

Hosted events

- Welcome Reception on Saturday, March 26
- Group Breakfast on Sunday, March 27
- Hawaiian Luau on Sunday, March 27
- Afterglow Reception on Sunday, March 27
- Golf at Ko Olina Golf Club on Monday, March 28 (if pre-selected during trip registration)
- Dine-Around Evening on Monday, March 28
- Group Breakfast on Tuesday, March 29
- Pearl Harbor & Punchbowl National Cemetery Tour on Tuesday, March 29 (if pre-selected during trip registration)
- Group Dinner on Tuesday, March 29
- Rental Car Experience on Wednesday, March 30 (if pre-selected during trip registration)
- Coffee and Tea Station on Thursday, March 31
- Snorkel Sail Excursion on Thursday, March 31 (if pre-selected during trip registration)
- Dine-Around Evening on Thursday, March 31
- Farewell Dinner on Friday, April 1
- Group Farewell Breakfast on Saturday, April 2
- Group Late Lunch on Saturday, April 2

Please note that breakfast at leisure on March 28, March 30 and April 1 are also being covered by Schumacher & Seiler. Be sure to identify yourself to resort staff as part of the Schumacher & Seiler group whether you are dining at La Hiki or ordering in-room dining for breakfast on these days.

Medical information

Please advise Travel Headquarters of any medical conditions that may require special attention. Bring a copy of any prescriptions you are taking, and pack your prescription medicine in your carry-on luggage. We suggest you bring an extra supply in case of an unforeseen emergency. **Do not** pack medication in your checked luggage.

Mobile web app

The Schumacher & Seiler 90th Anniversary Hawaiian Vacation mobile web app will contain everything you'll want to know about your upcoming trip, including an attendee list, a personalized itinerary, and a virtual Help Desk so you can text questions to on-site travel staff. Approximately a week before the trip, you'll receive a text message (it will come from a 231-area code number) providing the link to the web app. Simply click the link and the web app will display in your smartphone's web browser. We recommend bookmarking it or adding it to your home screen so it's easily accessible. We also recommend utilizing the resort's complimentary Wi-Fi when using the app to avoid excessive data usage.

Name badges

Remember to pack your name badge in your carry-on bag. Please wear your name badge to the Welcome Reception on March 26 and the Group Orientation Breakfast on March 27. We would prefer that you have your name badge with you when stopping at the Hospitality Desk.

Special needs

We are happy to help you with special menu requests (i.e. vegetarian meals, etc.) and any other special needs. Contact Maddy Knutson at Travel Headquarters, (800) 748-0478, (231) 947-0882, or maddy.knutson@VIKTORwithaK.com.

Sponsored tours and activities

Confirmations for your sponsored activities can be found on the *Itinerary* tab of the trip's mobile web app. All appropriate tips have been paid to the guides, drivers, and tour staff.

- Please note: there is a **NO BAG** policy for the Pearl Harbor day. Bags of any size will not be permitted on the vehicle when leaving the Four Seasons Resort, since the military base has a very strict no bag policy. [More information](#)
- If you have registered to participate in the Snorkel Sail, please note that spray sunscreen is **NOT** permitted on the boat, as it creates a slippery film on the deck. Please consider using reef-safe sunscreen during the trip.

Swimming

Always use caution when swimming in the ocean. Heed posted warning signs or flags regarding surf, undertow, riptides, etc. Remember to use reef-safe sunscreen.

Time comparison

Oahu observes Hawaii-Aleutian Standard Time and does not observe Daylight Saving Time. During the trip, Oahu will be six hours behind Eastern Daylight Time, so when it is noon in Baltimore, it is 6 am in Oahu.

Travel hosts

- James and Tricia Finck
- Brian Roe and Laura Tomaschefsky
- Russ and Susan Trout

Your travel staff

We look forward to meeting you and assisting you in any way possible. Throughout the trip, we will be available at the Schumacher & Seiler Hospitality Desk:

- Tom Degenhart
- Tina Roszak

We wish you a pleasant journey!