

GalaxSea Day Tours
2020 Covid19 Q & A

How do I join a trip? Call us today at 417-451-5468. We will be glad to put you on the list and get you ready to go. Deposit payments are \$10 per seat, final payments are due approximately 45 days in advance (see updated trip list for payment deadlines).

What do I do if I can't travel because I am sick? Call us at 417-451-5468 as soon as you know you are unable to travel. Because of our reduced numbers, we may have a waiting list of people who can travel. We will always try to fill your seat first.

Will I get my money back if I am sick? This can be more difficult for us as many venues we visit require a ticket, and that ticket is purchased well in advance of our travel. You can always gift or resell your seat to a friend or family member. If we have a waiting list, we can resell it for you. If there is a circumstance where your ticket or cost is not resold, we will do everything we can to get you a refund. Hard for us to guarantee anything, but we will try for sure.

Can we use our trip deposit/payments for 2021 trips? Yes! We understand that the current situation may not be the way you want to travel, or your just not comfortable traveling this year. We get it, so we will be able to move 100% of any funds paid for this year – towards next years' trips. Next year's schedule will be announced in December!

The trip I paid for cancelled, but I want to take another trip: This is the best scenario for us to handle. Transferring money requires no paperwork on our end. Call us at the office, 417-451-5468, and we'll make the adjustments for everything over the phone!

Can I get a refund for a canceled trip? The short answer is yes. However, we'd like to ask you to switch the money to another trip. Transferring your funds is zero paperwork for us and keeps you traveling somewhere. If you need a refund, please call and we'll work thru it.

What happens if? We know the unknowns around our trips still exist. Will the NASCAR race accept fans, will the Chiefs have fans, will the show get cancelled, etc. Today, we know there isn't anything guaranteed, and if the trip does go – we may have limitations. This is the current environment, and I can't sugar coat it any further. If you would be less comfortable with this, we'd probably suggest you go with us next year. If you're ready to go, and will go with the flow – that's the right attitude to have for 2020. If for some reason we have to cancel the trip, we'll do our part to let you know as quickly as possible, and then to move your funds to another trip down the road.

Why 30 people, and when could that change? Current environment in most places is calling for social spacing. This is hard to meet a 6-foot rule on a motor coach, but we can stagger seating to provide additional space. Couples and friends can still sit together, but we'll space out the remainder throughout the coach. As spacing rules change, we'll be able to take more than 30. It's very likely that by September, rules have changed. Our current list will stop at the first 30 to join, those after 30 will be placed on a waiting list. We will communicate about each trip as it reaches capacity, and if we are able to increase our numbers for that trip.

Some pricing has changed, why is that? The unfortunate result of only 30 travelers is that the coach costs per person increase slightly. We've had to adjust a few of our trip costs as a result. We will reduce that price back down, should we be able to take more than 30. Thank you for your understanding. FYI – not all trip prices changed, but a few of them have.

More questions or concerns? Call us at 417-451-5468. If you want to email us that's fine too. For the next few months, you should email Ken or Cori. We are hoping to get Shana working again in the office this fall. ken@galaxseaonline.com; cori@galaxseaonline.com; shana@galaxseaonline.com. Tom Higdon will still be traveling as a host.