

Trip Policies & Procedures

GENERAL INFORMATION

- Slide shows for 4 new extended trips on Sept. 12, 2012. You can now register for all trips upon receipt of this newsletter.
- Day Trips: Arrive 30 minutes before departure time to check in and board the bus. All participants must depart/return with the group on the bus. If you do not arrive by the departure time, you MAY NOT join the group while the trip is in progress.
- **Registration for extended trips can be completed at the front desk before Sept. 12, 2012, slide show.**
- The Sunnyvale Senior Center reserves the right to make necessary changes or modifications to a trip, including menu choices.

Day trips will list the cost of the trip for both Sunnyvale Residents (R) and Non-residents (NR).

For extended trips, non-residents will be charged an additional \$50 per new trip.



CANCELLATIONS AND REFUNDS

DAY TRIPS

- Those canceling any day trip will receive a refund, less a \$10 administrative fee, charged by the City of Sunnyvale if:
 - 1) cancellation is received prior to the day of the trip, **AND**
 - 2) your place is filled from the wait list (if one exists).

NOTE: NO refund if your space is not filled by another participant.

- No-shows will NOT receive a refund.
- Full refunds are made if the trip is canceled by the Senior Center.

EXTENDED TRIPS

- Some deposits are not refundable. Please read the individual trip payment and cancellation policies that apply to the trip you have selected.
- Please be sure to read all trip cancellation and refund policies so you are aware of the penalties involved should you need to cancel your trip.
- There will be no refunds for any unused portion of a tour, unless covered by trip cancellation insurance.
- A cancellation letter is required to cancel a trip.

YOUR HEALTH & SAFETY

IMPORTANT - Members must notify the Senior Center of any changes to their Membership Form. Non-member trip participants must fill out a Trip Emergency / Medical Information Form. This information will be released to medical personnel should an emergency arise.

- Travelers needing special assistance must notify the Senior Center at the time you register to determine what assistance may be reasonably accommodated.
- Trip participants **must be able to independently participate** on trips (take care of personal needs, follow instructions, etc.) or have a caregiver with them to provide personal assistance during a trip. Escorts and bus drivers **CANNOT** be held responsible for lifting or assisting individuals with walking, boarding or deboarding the bus, or personal needs.
- Check with your physician on the advisability of traveling. There may be elements of an extended trip that may not be suitable for certain health conditions, such as high altitude.
- Bring your Medi-Care, Medi-Cal, or other insurance cards with you on a trip.
- If you use a walker or wheelchair or have other special needs, include this information on your Membership Form; non-members should include this information on your Trip Emergency / Medical Information Form. We will make all reasonable accommodations for you.
- Any accident/incident should be reported to a trip escort.
- Trip participants are required to carry PHOTO IDENTIFICATION on all trips for safety and security purposes.

• **Day Trip Activity Levels:**  = trip includes moderate walking and/or standing for extended periods

 = trip includes some stairs and/or multiple times on/off bus

 = trip includes hilly terrain



PARKING

Cars are to be parked in the back parking lot at the end opposite the Sunnyvale Historical Museum for day and extended trips. This enables those attending Senior Center classes, lunch program and senior clubs to use the parking spaces in front of the Senior Center, and those visiting the Sunnyvale Historical Museum to park near the museum. The bus will drop participants off at this same location when returning from trips.