Arcadia Travelers Policy Sheet

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MEMBERSHIP: ARCADIA TRAVELERS is a mature adult club. Any person 50 years of age or more who is capable of functioning independently or travels with a responsible companion (caregiver) is eligible to join.
GENERAL MEETINGS: Are usually held on the 4th Friday of the month (3rd Friday in November and December) at 10:00a.m. at the Arcadia Community Center. They include trip announcements, business meeting, and program. Refreshments are served at 9:30a.m.

INPORTANT TRAVEL INFORMATION: Any person taking a trip with ARCADIA TRAVELERS must be in good physical and mental health, so as not to endanger the comfort and enjoyment of yourself and other passengers, nor make extraordinary demands of the escort, tour guide or driver. Passengers needing assistance or those who are physically disabled must have an able-bodied person to take full responsibility for any needed assistance. When you sign up for a trip, you are agreeing to all of our policies which remain in effect throughout your membership. If you are injured or become seriously ill during the trip, we reserve the right to call 911 to summon paramedics to the scene.

ADA NOTIFICATION: Pursuant to the Americans with Disabilities Act, persons with a disability who require a disability related modification or accommodation in order to participate in any Arcadia Travelers Tours, such as a bus with a lift, including auxiliary aids or services, may request such modification or accommodations at the Arcadia Travelers Desk. Notification **must** be made 90 days prior to trip departure to allow enough time to make arrangements with bus companies.

DUES: $10.00 per person, annual (calendar year) membership becomes effective for trips beginning January 1st thru December 31st and are not prorated.
OFFICE HOURS: Monday thru Friday, 9 a.m. to 12:30 p.m. at the Community Center.

TRIP RESERVATIONS: In order to register for any trip, you must be a member for the year in which that trip is held. Members may make reservations during Arcadia Travelers office hours. Non-members must join prior to making any trip reservations. **Payment by cash or check made out to Arcadia Travelers** is **required at time of reservation.** Mailed reservations are also accepted. For overnight trips, include the name of your roommate or payment for a single. Special requests must be made at the time reservations are made.
DEPARTURE AND RETURN: All club members going on a trip with the Arcadia Travelers, will be required to depart, return, and stay with the group during the entire trip. Escorts do not have the authority to grant permission for any member to leave on their own or invite friends to join the group. Your boarding pass must be signed, and an emergency number must be entered on your boarding pass before checking in with the escort on the day of the trip. The escort will be checking in, in the lobby of the Community Center or, if the center is closed, in the front main entrance. They start **check-in** and issuing name badges **one**
half hour (%) before departure. We board the bus **15** minutes before departure. Those travelers who arrive after boarding begins will have to wait until after everyone boards the bus before checking in. If you miss the bus, there are no refunds.

- You must check in with the escort before you may board the bus.
- You must have a name badge (issued during check-in) to board the bus.

PERSONAL HYGIENE: Participants are required to meet minimum standards of cleanliness, both in their person and their clothing. Individuals obviously soiled may be denied boarding.
CANCELLATIONS/REFUNDS: A $2.00 fee is charged for each day trip and $5.00 for each overnight trip cancelled (plus any fees charged by the Travel Agency) Refunds (minus fees) will be made only if the cancellation is received before **cancellation date on the Trip Boarding Pass. No refunds given after this cancellation deadline date.** If the trip has a standby list, we will attempt to find someone to fill your space. If we are successful, we will notify you and you will get a refund, minus cancellation fee. There are no guarantees that we will be successful in finding a substitute.
PARKING: When parking for trips, regardless of the day of the week, members must park beyond the fourth lamppost of the Community Center lot. Parking for overnight trips must start at the west end of the lot, and member must supply the license number of their car (at time of reservation) so the police can be notified. At the discretion of City Staff, parking may be directed to anther designated parking area.
TIPPING: Tips to drivers and guides are included in the cost of your ticket. Additional tips are not necessary. Arcadia Travelers Escorts are volunteers. Club policy states that Escort are not permitted to accept tips.
SEAT ROTATION: Day trips, keep the same seat each boarding. On overnight trips of four (4) days, and longer duration, seats will be rotated on a daily basis.
LIABILITY: Club officers, and escorts act only as sponsors and not on behalf of the owners or contractors who provide transportation, accommodations, and/or tour related services. Arcadia Travelers and the City of Arcadia are not responsible, in any way, for any harm, loss, damage, or injury occurring during the course of the trip. They reserve the right to make substitutions, or withdraw any trip without notice, should conditions warrant it. Each boarding pass includes a disclaimer that must be signed by every participant prior to departure.
NEWSLETTER: All current trips appear on the Club's website at **www.arcadiatravelers.org**, and are printed in the Connection, free for pickup at the community Center, monthly. The subscription rate is $10.00 per year to have it mailed to your home. Make checks payable to the "City of Arcadia".
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