



PENINSULA SENIORS

TRAVEL POLICIES & PROCEDURES

TRAVEL OPERATIONS

1. ALL COACHES WILL LEAVE **PROMPTLY** AT THE SCHEDULED DEPARTURE TIME FOR THE TRIP. CONSULT YOUR MOST RECENT NEWSLETTER FOR THE CURRENT CHECK-IN TIME. NO REFUNDS SHOULD YOU MISS THE COACH DEPARTURE.
2. ALL TRIP RESERVATIONS ARE NON-TRANSFERABLE. **ALL** TRANSACTIONS MUST BE HANDLED THROUGH THE TRAVEL RESERVATIONS DESK.
3. A TRIP RESERVATION FORM MUST BE FILLED OUT. CHECKS RECEIVED WITHOUT A FORM WILL **NOT** RESULT IN A RESERVATION FOR THE EVENT.
4. YOU MUST PAY FOR YOUR RESERVATION **PRIOR** TO THE CANCELATION DEADLINE.
5. NO REFUNDS ON CANCELLATIONS **AFTER** THE DEADLINE.
6. THERE IS A **\$10** SURCHARGE FOR NON-MEMBERS.
7. FOR YOUR CONVENIENCE WE WILL BE BOOKING TRIPS FOR OTHER ORGANIZATIONS AND THEY WILL BE BOOKING TRIPS FOR US. TRIPS FOR THEM WILL BE LISTED WITH THEIR ORGANIZATION'S PRICE AND NAME IN THE TITLE.
8. TO REQUEST A TRIP, VISIT THE OFFICE, OR COMPLETE THE RESERVATION FORM AND SEND IT WITH A CHECK BY MAIL. EACH TRIP/TOUR REQUIRES A SEPARATE CHECK PER TRIP/TOUR; HOWEVER, YOU MAY PAY FOR MORE THAN ONE PERSON ON EACH CHECK FOR THE SAME TRIP/TOUR. WHEN YOUR CHECK IS RECEIVED YOU WILL BE NOTIFIED WHETHER YOU HAVE A RESERVATION OR ARE ON THE WAIT LIST. WITHOUT THE CHECK, YOU WILL BE ON STANDBY.
9. TRAVEL DESK HOURS; 10:00 A.M. to NOON AND 1:00 TO 4:00 P.M. MONDAY THROUGH FRIDAY.

Health & Fitness Requirements

Our Tours/Trips are open to anyone in good health and good physical condition. You do not have to be an athlete, but many of our programs require reasonable physical effort. If you have medical problems, you must inform us of that at the time you request a reservation. If you are not capable of navigating stairs and/or walking the distances necessary to participate in the activities of a particular Tour/Trip without help, you must provide a caregiver to assist you during the entire Tour/Trip. For liability purposes, the Peninsula Seniors Escorts cannot provide assistance to individual participants, nor is it fair to the rest of the group.

We reserve the right to deny participation in any Tour/Trip at any time, including the time of departure, if in the sole discretion of the Peninsula Seniors Escort, 1) That a participant would be unable to manage the walking and/or stairs involved in the Tour/Trip, or 2) That a participant would jeopardize the safety or enjoyment of the Tour/Trip of the participant or of the group without the accompaniment of a competent caregiver.

As our Tour/Trip costs are dependent on the number of participants, therefore there will be no refunds for those denied participation. Please, seriously consider your ability to participate in the activities of each Tour/Trip without a personal caregiver before you make a reservation to avoid being denied participation.