

REGISTRATION PROCESS

- Specific information and details regarding each tour will be available in the Buzz Newsletters, What's New Wednesday, TCoL Website
- Tours are open to all TCoL members and non-members age 50 and older – all TCoL forms need to be on file and updated prior to tour.
- Each tour will have separate registration dates. Please note – trip registration dates are based on when money is due to the venue. In some cases, this is several months ahead of the trip or tour.
- In order to ensure a trip will run we need a minimum of 40 people. Early registration is key in avoiding cancellation due to low registration.
- A separate registration form must be completed for each person and for each trip, except for spouses, who may register together on one form for each trip.

PAYMENT

- Payment in full must be made at the time of registration.
- A confirmation receipt will be given for all registrations.
- Cash or Checks made to TCoL will be accepted.

COVID-19 PROTOCOLS

We understand that some people are not ready to resume normal activities during this time. For those who are interested in travelling, we, along with our bus company, will take precautions to make the trip as safe as possible. COVID protocols are ever-changing and will vary from venue to venue. Please call TCoL with further questions.

PARTICIPANT EXPECTATIONS

- Trips participants shall be self-sufficient or have with them a paid companion/caregiver to assist with specific needs. This includes, but is not limited to walking, sitting, standing, eating, and using the restroom.
- The bus will require several steep stairs upon entering and exiting. If accommodation is requested, we kindly ask that you give us at least 3 weeks' notice. Unfortunately, not all destinations will be fully accessible.
- Trip participants will treat each other, staff, drivers, and volunteers with courtesy and respect.
- Trip participants will remain with the group unless the schedule includes designated free time.
- Trip participants will abide by the rules and regulations as listed below.

RULES AND REGULATIONS

- All trips have a minimal amount of walking involved. If the trip has excessive walking or stairs involved, that information will be included in the trip description.
- Bus Seating: We do not have reserved seating on trips. Participants may select seats on a first-come, first-serve basis.
- Buses will leave promptly at the designated time. Please return to the bus at the required announced time so as not to leave you behind. It is unfair to the entire group to have to wait. All accommodations will be made to try and contact any person, prior to continuing with the adventure.
- Return times are always approximate. Every effort will be made to return to TCoL at the designated time.

CANCELLATIONS AND REFUNDS

- **INCLEMENT WEATHER** No refunds if the bus is able to travel and the attractions are not closed. If the transportation company determines that it is unsafe to transport passengers, the trip may be rescheduled and/or a refund will be issued provided TCoL is able to recover funds from the tour venue*.
- If a cancellation is made before registration deadline, a refund will be issued for most/all monies paid*.
- If it is made after the registration deadline, a refund is not guaranteed unless someone fills your seat.
 - Steps for finding a replacement if after registration deadline:
 - You must first call the senior center office to check if there is a wait list started. In the event is a wait list, you will be withdrawn from the trip, and we will attempt to fill your seat with people on the list.
 - If we find a replacement, you will receive a refund.
 - In the event there is no wait list, you do have an option to find your own replacement or forfeit the cost of the trip. That person will need to contact the Senior Center to register and pay for the trip.
- If TCoL cancels the trip due to low attendance, a refund will be issued for most/all monies paid*.
- **ILLNESS OR INJURY (MEDICAL)** Refund will be issued for most/all monies paid* with a submitted signed doctor's note

*Charges pre-paid by the Thompson Center on Lourdes, such as, but not limited to, theater tickets or cruise tickets are non-refundable and will not be included in the refund.