

Senior Activity Center of Smyrna

Policy: Travel Policy

Purpose: To let our members know the process for paying for trips and cancelling trips sponsored by the Senior Activity Center of Smyrna

Procedure:

The Senior Activity Center of Smyrna offers day trips on our Senior Bus, day trips on motor coach busses, overnight trips that range from 1 night to nearly two weeks as well as cruises.

Day Trips on Senior Activity Center Bus:

Only members of the Senior Activity Center of Smyrna are allowed to go on trips on our Senior Bus. These trips are made available the first business day that the Center is open of each month. The first fourteen members who sign up are eligible to go on these trips. Names may be added to a waiting list and will be contacted as soon as a vacancy occurs. In some instances, members may meet us at the trip designation but that is determined by the size and location of the venue. This will be indicated on the sign-up sheet. There is usually a cost for these trips based on how far we have to travel. If there is an admission fee, that is paid in advance by the Senior Activity Center and that amount will be added to the cost of the trip. Sometimes, lunch is also included and that may be included in the trip cost as well but most of the time, lunch will be paid by the member at the restaurant.

All of these day trips will be paid for by one week prior to the date of the trip. If a member has not paid for the trip, their name will be removed from the list and the first available name on the waiting list will be contacted to go. That person must pay within 24 hours of notification unless it is the day before the trip. That person can pay the morning of the trip.

If a member must cancel a day trip, they must give at least 24 hours' notice to receive a refund or credit towards another trip unless it is an emergency situation that must be approved by the Executive Director or Office Coordinator. If you cancel less than 24 hours in advance of the trip, your seat on the bus must be filled by another member in order for a refund or credit to be issued. If a cancellation must occur the morning of the trip, please call and leave a voice mail message rather than waiting until 9:00 a.m. to call.

All trip participants must be at the Center 15 minutes (sometimes more depending on the trip) prior to departure time which is clearly posted on the calendar and the sign-up sheet. A reminder phone call will go out to all trip participants the day before the trip.

Day Trips on Motor coach busses:

These trips are available to members of the Senior Activity Center first but non-members are welcome on these trips if space is available. Most of these trips are booked through a tour company or tour guide. There is usually space for approximately 52 people to go on these trips. Names may be added to a waiting list and will be contacted as soon as a vacancy occurs. The cost for these trips is agreed upon between the tour company and the Senior Activity Center Executive Director. Most of the time, the cost of lunch is included in the price of the trip but that varies amongst tour companies.

Payment for these trips must be made two weeks prior to the date of the trip. Final numbers are submitted to the tour company one week prior to the trip. If you cancel less than one week from the trip and there is no one on the waiting list to fill your spot on the trip, a refund will not be issued under any circumstance. If there is no one on the waiting list, your seat will be offered to someone who cannot normally afford to go on these day trips. If your spot can be filled by someone on the waiting list, a refund will be issued.

All trip participants must be at the Center 30 minutes prior to departure time which is clearly posted on the calendar and the sign-up sheet. A reminder phone call will go out to all trip participants the day before the trip.

Overnight Trips planned by Senior Activity Center via motor coach

These trips are available to members of the Senior Activity Center first but non-members are welcome on these trips if space is available. There is usually space for approximately 52 people to go on these trips. A deposit date and final payment date will be specified on the trip flyer. Rooming lists and meal numbers for these trips are submitted one month prior to the trip and the hotels will not allow refunds. If you cancel less than one month prior to the trip, a refund cannot be issued unless restaurants and attractions are willing to make adjustments. There is no travel insurance available on these trips.

All trip participants are encouraged to attend the trip meeting that will take place approximately two weeks prior to the trip to go over necessary details for the trip. All travelers must be at the Center 30 minutes prior to departure time with their luggage unloaded at the front of the building. A reminder phone call will go out to all trip participants the day before the trip departs.

Overnight Trips and Cruises

These trips are available to members of the Senior Activity Center first but non-members are welcome on these trips if space is available. There is usually space for approximately 52 people on motor coach trips. Fly/Drive trips and cruises can happen with fewer people. A deposit date and final payment date will be specified on the trip flyer. Cancellation procedures are available from the tour companies. Travel insurance is offered for these trips and travelers are encouraged to take advantage of this service.

All trip participants are encouraged to attend the trip meeting that will take place approximately two weeks prior to the trip to go over necessary details for the trip. All travelers must be at the Center 30 minutes prior to departure time with their luggage unloaded at the front of the building. A reminder phone call will go out to all trip participants the day before the trip departs.

Results: Following this policy allows our members to understand the payment and cancellation process for the travel opportunities offered by the Senior Activity Center of Smyrna.