

CHICAGO CLUB TRAVEL TERMS AND CONDITONS

The Chicago Club offers monthly bus trips to residents of Laguna Woods Village and their guests. Our trips are organized by our team of unpaid volunteers that work very hard to make travelling with the Chicago Club a fun and safe experience. Our website provides flyers of all trips with details. thechicagoclublww.com/trips

RESERVATIONS

A reservation is created when we receive your mailed check with full payment for the trip reserved. We don't make phone or email reservations, so please don't ask us to hold seats until you send payment. Reservations are made on a first come first served basis, by the postmark date on your mailed check. Your check will not be deposited until 10 days before the trip and only if you have received a confirmed reservation. If you are paying for more than two persons, please provide everyone's name. We also need your phone number and email address (your email address is required, since that is the only way we will contact you, we don't make phone calls).

CONFIRMED RESERVATION OR WAITLIST RESERVATION

Our luxury motor coaches have 50 comfortable seats and are climate controlled with a bathroom. Hoffs Tours has operated our trips for many years and offers you a fun trip seeing exiting Southern California destinations. These trips fill up very quickly. When we receive your check, you will receive an email response with either a confirmed reservation or a waitlist reservation.

If you receive a confirmed reservation, you are all set. Save this email and you won't hear from us again until 30 days before the trip, when the travel coordinator assigned to your trip will contact you.

If you receive a waitlist reservation email, your name is on our list for that trip and will remain waitlisted until we either have a cancellation from the confirmed reservation list or we decide to add another trip to that destination.

Here is the informational email you will receive.

CONFIRMED SEAT CONFIRMATION) or (WAITLIST CONFIRMATION) FOR THE YOUR TRIP, PLEASE KEEP THIS EMAIL

This email is your confirmation that we have received your check for your trip and date. This check can only be used for travel to this destination and can be used only for another date, in the event we have two or more dates available. We don't swap checks to or for future trips, See change options below.

You will receive an email from the trip coordinator assigned to your trip 30 days prior to the trip date. At that time, the trip coordinator will be your point person for any questions and concerns.

Your check will be held and not deposited by the Chicago Club until 10 before the trip. At that time, no refunds will be issued without a paid replacement, since the Club has paid our travel provider for your seat on this trip.

YOUR CHANGE AND CANCELLATION OPTIONS

Please email any requests for changes or cancellations. information@thechicagoclublww.com Phone messages will delay our response and are time consuming for our volunteers to provide.

1. Cancel the trip up to 10 days before the trip for any reason and your check will be shredded.
2. Request a change to another date for the same destination, if we provide an alternate date. Your confirmed reservation will be cancelled and you will be placed on the waitlist for the trip requested.
3. No refunds will be provided after your check has been deposited, 10 days before the trip. At that time it will be your responsibility to find a paid replacement to get a refund. Otherwise, you can forfeit your seat and we will try to find a replacement. If we find a replacement, no guarantee, we will refund your payment.
4. If you are on the waitlist and never receive a confirmed seat, your check will be shredded.

PLEASE NOTE THAT IT MAY TAKE UP TO 10 DAYS FOR ANY CHANGES. THE CHICAGO CLUB RESERVES THE RIGHT TO CANCEL TRIPS AND REFUND PAYMENTS.