



Welcome to Insider's Travel & Events LLC

We're excited to have you travel with us and be part of our community of explorers. Before booking any trip, we ask that each traveler carefully review and complete our Liability Policy and Traveler Profile Form. This helps us ensure a safe, smooth, and enjoyable experience for everyone.

Please return your completed form to Jo or Debbie using one of the following options:

- **In person:** Tuesdays between 11:30 AM – 1:00 PM

Location: Agawam Senior Center, 954 Main Street, Agawam, MA 01001

- **By mail:**

c/o Joanne Locke

78 Jennie Street

Agawam, MA 01001

- **By Email:** InsidersTravel2025@gmail.com

Kindly note that one completed form is required per person, and it will remain valid for all your 2026 trips with us.

We appreciate your cooperation and look forward to helping you create wonderful travel memories!

2026 Policies

Insider's Travel

Insider's Travel

- Call / Text Jo (413) 478-4698
- Call / Text Deb (413) 478-2834
- InsidersTravel2025@gmail.com

Section 1: Travel Information & General Policies - Weekly Information Table: Joanne Locke or Debbie Sorcinelli are available every Tuesday from 11:30 AM–1:00 PM at the Agawam Senior Center, dining room / 954 Main Street, Agawam, MA, for questions and payments.

- Bus Departure Location, Pick-Up & Parking: St. John Evangelist Church, 833 Main Street, Agawam, MA.
- Prompt Departure: Trips leave at the scheduled time after check in
- Parking: Use designated spaces at the arranged location & sign waiver form

2. **Bus Conduct Policy** - Prohibited Items: Smoking, alcohol, drugs, and vaping are not allowed on tours.

3. Independence & Mobility Requirement

- Self-Care: Travelers must be able to board bus steps
- Assistance: Travelers who require assistance with walking, dining, or other personal needs must be accompanied by a companion.

4. Food Allergies & Dietary Restrictions

- Notification: Inform us of any dietary restrictions when booking for any trip that includes food
- Disclaimer: While requests are made, no guarantees can be provided.

5. Photo & Video Policy / Release

- Insider's Travel Group Photos: Opt-out available; participation implies consent for use in media.
- Third-Party Property: Media rights belong to the third party during tours. Media captured at third-party venues is subject to that venue's policies.

6. **Staying Informed - Updates:** Preferred communication is Weekly emails ("Jo & Deb Day Trips") with updates & reminders. Alternative communication methods are available (please let us know your preference when you sign up for a trip). If you not receive emails please contact us 3 days before any trip to inquire about any changes / updates.

7. **Trip Status Updates** - Information Sources: Insider's Travel Facebook page / Agawam Senior Center newsletter / Bulletin board / weekly email / website coming soon.

Section 2: Payments: Payment Options / Trip payments are not refundable - See section 3 / Cancellations

- Option 1: Payment in full at sign-up with Preferred seat selection.
- Option 2: Payment plan with a \$20 non-refundable deposit. Remaining balance in 2 or 3 payments. Full payment required 6 weeks prior to trip.
- Forms of Payment Accepted: Cash and checks, with a \$25 fee for returned checks.

Section 3: Cancellations & Transfers

- Cancellations: Must be by phone.
 - Credit and Refunds: Trip Payments are not refundable. Ticket can be transferred.
 - All tickets are transferable, and guests are welcome to find their own replacement and / work out their own refund - but we need names & policy forms filled out before they can board the bus.
- Wait List - We maintain a wait list for all trips once trip reaches capacity. If a cancellation occurs, we will contact them, but a spot cannot be guaranteed. If a substitute is found, a refund will be made once payment is received. Minimum 48-hour notice required.
- Standby Seating - Standby seating is offered only as a last resort, is not guaranteed, and is available at a discounted rate.

Section 4: Bus Seating

- Seating Policy: Travelers who submit full payment at the time of booking are eligible for preferred seating and may choose their seat, subject to availability. Remaining seats will be assigned based on the order in which full payment is received.
- Solo Travelers: Please specify Aisle or Window requests, we will do our best to fulfill your request but it cannot be guaranteed.
- Groups of 3 or More: Please notify us who is in your group & we will do our best to seat you together but it can't be guaranteed.

Section 5: General Policies:

- Parking Liability - At Own Risk: Insider's Travel not liable for damage or theft.
- Lost Items: Insider's Travel is not liable for lost or stolen items.
- Changes to Itineraries: Possible due to unforeseen events.
- Independent Supplier Responsibility: Insider's Travel not liable for their actions.

Section 6: Assumption of Risk / Health Release - Health Risks: Those experiencing symptoms should not travel. The earlier you let us know the more time we have to find a possible replacement. Acknowledge risk of illness exposure; participation implies release of liability.

Section 7: Casino Policies - ID & Age Requirement: Government-issued photo ID needed at all casino locations. Casino policies require all guests to be 21+ to enter and participate in gaming activities. Casino

Section 8: Sporting Events

- Event Changes: Non-refundable for cancellations due to changes.
 - Rain Policy:
 - If canceled before departure, the trip will be honored on the rain date
 - If canceled during the game, an alternate stop may be offered / for example a Casino or Restaurant

Please return this form. Each traveler must complete their own form.

☒ **Contact Information**

Date: _____

Name: _____

Street: _____

City: _____

State: _____ . Zip: _____

Phone: _____

Email: _____

- Best way to contact you (please circle) E-mail | Phone | Text

☒ **Emergency Contact info (Required)**

Name: _____

Phone Number: _____

☒ **Acknowledgment & Signature** - By signing, you agree to all terms and policies.

Signature: _____

Please print name: _____

Mailing Address:

Insider's Travel c/o Joanne Locke 78 Jennie Circle, Agawam, MA 01001

Traveler Profile

Date: _____

Our goal is to make every trip comfortable, smooth, and FUN! This information helps us take great care of you from the moment you step on the bus.

Name: _____

Address: _____ City: _____

State: _____ ZIP: _____

Cell Phone: _____

Home Phone: _____

Email _____

1. Do you use email? ☐ Yes ☐ No

2. Are you currently receiving our weekly e-mail updates?

☐ Yes ☐ No ☐ Not sure

3. Not on our list yet? Would you like to be added?

☐ Yes, please! ☐ No, thank you

4. If you're signed up but not seeing our e-mails, let us know and we'll fix it!

☐ I'm receiving them ☐ I'm not receiving them (please help!)

5. What is the best way for us to reach you with trip updates or reminders?

☐ E-mail ☐ Text ☐ Phone call

6. Do you have any food allergies or dietary needs we should be aware of?

☐ Yes ☐ No If yes, please share details: _____

7. Do you experience motion sickness while riding on a bus?

☐ Yes ☐ No ☐ Sometimes

8. Do you have any walking concerns or mobility needs we should know about?

☐ Yes ☐ No If yes, how can we best support you: _____

9. Do you have a preferred seating area on the bus?

☐ Front ☐ Middle ☐ Back

IF traveling alone - Do you prefer: ☐ Window ☐ Aisle ☐ No preference

10. How many will be traveling in your group?

Names of travelers in your group: