

**Winona Senior Friendship Center  
251 Main Street  
Winona, Minnesota**

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(507) 454-5212

**Bus Trip Policy**

**Eligibility**

Individuals age 55 and over who are registered members of the Winona Senior Friendship Center are eligible to go on trips. To become a member of the Center, an individual needs to complete a membership form. To participate in bus trips a medical emergency form must be filled out and kept on file at the Center. Individuals under age 55 may register for a trip five (5) days prior to the trip departure. If an individual's name is on the waiting list and an opening should occur, providing there is no senior waiting for the same trip, they would be contacted to go on the trip. These individuals must purchase a nametag and complete an emergency form. Exceptions may be made for a spouse of a member or their caregiver.

There is no fee to become a member of the Senior Friendship Center.

**Nametags**

Individuals who register for a bus trip must purchase or rent a Winona Senior Friendship Center nametag with their name on it. The nametag provides immediate identification should a medical emergency arise. On each trip, a chaperone is chosen and given instructions as to what they should do in an emergency situation. Nametags cost \$2.50 per person and are good for any trip that you attend while a member of the Center. Nametags may be rented for the day for \$1.50 or in the event you forgot your nametag. A special button will be issued on shopping trips.

Nametags must be worn when boarding and re-boarding the bus. For vulnerability purposes nametags may be removed while shopping. For non-shopping trips the Center requests nametags be worn.

Bus company nametags for Center sponsored, extended trips (more than one day) will be handed out the morning of departure by the bus service company .

## **Registration**

Phone registration will be taken starting at 8:00AM on the designated day for all interested older adults. You may register yourself and a partner. The Center phone number is 454-5212. Bus seats will be assigned for the trip, so you are encouraged to identify who you would like to seat with and any special seating needs you may have when you register (i.e. need a front seat because of use of a walker or wheel chair).

Itineraries and seat charts will be mailed out to all paid participants before each trip.

## **Payments and Refunds**

***All payments must be made by check or money order!!***

***All payments are required within five (5) days after registering for a trip!!***

***Short Trip Refunds:*** Refunds will be given to individuals canceling fifteen (15) days prior to a trip departing. After 15 working days refunds will be given only if a replacement is found. A refund will be given if an individual is hospitalized or had a death in the family, minus any monies that the Center has paid up front for ticket and/or admission fees.

A handling fee of **\$5.00** is charged to all individuals who have cancelled, in less than the 15 days allowed, a full refund will be given only if you found a replacement of your own. Also a refund will be given only for the amount of money that the Center did not have to pay before the scheduled trip (for tickets etc.) unless you found your own replacement.

A full refund will be issued if the trip was cancelled because we did not have enough people register for the trip.

*The Chaperone's* cost for transportation, admission fees and/or tickets will be paid for by the Center, due to their bus committee duties. Any additional costs while on a trip will be on their own including meals unless the meal is a gratuity.

**Departure:** All day trips leave and return to the Center unless otherwise specified. Participants must be at the Center one half (1/2) hour prior to departure.

**Return:** The departure time is on your itineraries. This time will be adhered to, with no deviations. The Winona Senior Friendship Center will not be responsible for persons missing the bus. If they are not on time to catch the bus, they will be responsible for their own transportation home at their own expense.

All participants will leave from the Center and return to the Center. Transportation arrangements home should be made prior to the trip departing. The chaperone will have a key to the Center to let anyone into the Center if there is a need to use the

phone or rest rooms.

*Those who wish to return by other means than our bus, but do not give advance notice, will be suspended from participating in any bus trip for three (3) months.*

**Long Trip Refunds:** Refunds for long trips must be negotiated with the bus company. The bus company will refund only money they receive back from their deposit. Nametags on long trips are provided by the bus company.

On long trips, the departure place and time will be announced as soon as the bus company notifies the Center.

### **Emergency**

In the event of an emergency on a trip, please page the chaperone of your bus trip or the bus driver. If you are unable to do so, please have your partner take over this responsibility. *This is why we stress the importance of having a nametag and carrying your medical form!*

### **Persons Needing Assistance**

The Winona Senior Friendship Center is open to all individuals age 55 and over. The facility is handicapped accessible and no one shall be refused access to programs because of race, religion, color, sex, economic status or disability.

The Senior Friendship Center will make every attempt to provide adequate equipment and/or staff to ensure program accessibility to disabled individuals. For more information, call 454-5212 or TTY/TDD (507) 285-7295.

This policy will also apply to bus trips. We will, to the best of our ability, check that all attractions and/or events are accessible to individuals who are in need of assistance.

The Center does not provide mental or physical caregivers, for individuals needing an additional assistance, the participant must provide their own caregivers if needed at their own expense.

### **Bad Weather Policy**

Should the weather be inclement, such as ice, deep snow, high winds, etc., listen to the radio stations. The final decision of whether or not to cancel a bus trip will be made by the bus service company itself.

### **Smoke Free Policy**

For any bus trips sponsored by the Winona Senior Friendship Center, there will not

be any smoking allowed on the bus. This includes one (1) day trips and long trips. This policy reflects the bus company's wishes to provide a smoke-free environment while traveling.

### **Alcoholic Beverages**

The use of alcoholic beverages is not allowed on the coach. Should alcohol consumption on the coach occur those individuals will be barred from participating in any bus trips for sixty (60) days. The price of our trips will **never** include any alcoholic beverages. We reserve the right to refuse to transport a person or persons whose conduct is a hindrance to the safe operation of the coach, this person or persons may not be allowed on or may be removed from the coach at the time of the occurrence. The return to their point of departure will be at their own expense and they will be responsible for any expenses incurred due to their actions.

All action taken will be at the discretion of both the driver and the chaperone.

All bus trip participants will be given a copy of the policies and therefore have been advised.

Our main intent in establishing these policies is to provide our trip participants with a comfortable, pleasant, and safe journey.