



HAPPY TRAVELERS POLICY

Doris Zimmermann
Travel Coordinator
Office Hours:
Monday – Thursday
1 – 4 p.m. or by appointment
Phone: 322-3635

ELIGIBILITY:

- The Happy Travelers trips are open to people 50 years of age or over, including a spouse who may be under age 50.
- Persons traveling on our trips must be able to participate in the physical activities necessary on the trip.
- If you are physically impaired, you will need to provide a special escort.
- You must be a current member of the Friends of the Fond du Lac Senior Center to travel with the Happy Travelers. Memberships run from January to December of each year and cost \$10 for a single and \$15 for a married couple.
- Children may be permitted to participate. Talk with the Travel Coordinator about that specific policy.

PAYMENT:

- A deposit is required when making a reservation, although some trips may require full payment. The deposit fee is \$10 for casino trips and most other day trips; however, other deposits may vary depending on the length and type of trip. A \$50 deposit will be needed for 2-8 day extended trips. The deposit is non-refundable or transferable in the event of cancellation. A travel receipt will be issued to you after we receive the deposit. This receipt will serve as confirmation of your trip reservation. Note that the deposit **is part** of the entire trip fee (it is *not* an additional fee).
- Final payment must be made **2 months prior** to the trip. Checks are preferred. We do not accept credit cards.
- Some trips will need to be PAID IN FULL *at the time of the reservation* due to our requirement of purchasing tickets several months prior to the trip date. If a trip requires full payment, that will be listed with trip publicity.
- **CHECKS FOR TRIPS:** Make checks payable to: **HAPPY TRAVELERS/FRIENDS, INC.** Do NOT include Friends membership fee on the same check as a trip payment.

TRIP RESERVATIONS:

- **BY MAIL:** Fill out and mail RESERVATION FORM with your payment. Reservation forms are available at the front desk at the Senior Center.
- **IN PERSON:** You can drop off your deposits/payments at the Fond du Lac Senior Center.
- Trip reservations will not be accepted over the phone, but you can call the Travel Coordinator Monday through Thursday afternoons between 1:00 – 4:00 p.m. at 322-3635 to inquire about openings on specific trips.
- A space is NOT reserved until we receive the \$10 or \$50 deposit, which is part of the entire trip fee.

TRIP ITINERARIES:

- Trip itineraries are usually printed twice during the year. They are available for pick up at the Senior Center.
- Trip details and updates are on two pages of the monthly “Among Friends” Senior Center newsletter.

WAITING LIST:

- Names will be recorded. No payment is due until you are notified of an opening. Full payment is due at that time.
- Cancellations are filled from the waiting list in the order in which they were received.

CANCELLATIONS/REFUNDS:

- Report the cancellation to the Travel Office **immediately**.
- If you find a replacement and report the name change to the Travel Office, you will receive a refund for the cost of the trip. Your replacement needs to make the trip payment to the Travel Office within 24 hours.
- If a replacement is found by the Travel Coordinator at least seven days before the scheduled trip, you will receive a refund for the cost of the trip minus the initial deposit fee. However, if a replacement can not be found within seven days of the scheduled trip or you do not show up the day of the trip, **you will not receive a refund**.
- In the event that a trip is cancelled by Happy Travelers, deposits will be refunded in full.
- Of course special policies will apply to extended trips. See the Travel Coordinator for specific rules.

PERSONAL MEDICAL INFORMATION:

- If you have a medical condition which requires special medications, treatments, allergies, etc., have this information with you at all times. This is for your safety and helps the Travel Coordinator in case of an emergency.
- It is important for you to complete and return the emergency contact information on the designated forms.

TRIP DAYS:

- Pick-up point is at Forest Mall, SE of Younkers (former Northwest Fabrics area), unless otherwise noted.
- Transportation to and from the pick-up point is the responsibility of the traveler.
- Arrive 15 minutes before departure time.
- Handicapped persons may reserve front seats; all others on a first-come, first-served basis.
- When you get on the bus you can reserve 2 seats, one for yourself and one for a companion.
- Report any injuries or accidents incurred on the trip immediately.
- Your payment includes a gratuity for the coach driver.