

THE NEW BRUNSWICK SENIOR CITIZEN RESOURCE CENTER

TRIP POLICY & PROCEDURE

In order to accommodate as many members as possible and assure everyone's safety and well-being, all trip participants must adhere to the following:

- All members must abide by: the Center's Code of Conduct and General Rules, instructions provided by staff, and adhere to designated departure/pick-up times.
- Members interested in attending trips must sign up at the Reception Desk and provide their name, address, current home phone and cell number.
- At no time can a name or names for reservations be left on the desks of staff members or at the Receptionist Desk.
- All trips requiring payment must be paid for in cash, in full, at the time of sign-up (no exceptions).
- If a member gets lost or separated during a trip he/she should: 1) Go to an information/security booth immediately, 2) Contact the Center at (732) 745-5100 and inform of your location, and 3) Remain at the location until a staff member arrives.
- **On the first working day of the month:**
- No sign-ups or reservations before the first of the month unless the trip has been previously announced, or otherwise indicated.
- Members may sign up, in person at 9:30 am (**not before**) and any day thereafter. **Members cannot sign up another person on the first sign-up day. Sign-ups begin once both vans are present. Members must sign up in designated lines for each trip. When feasible, the Center will schedule two trips for popular outings to accommodate those on the waiting list (excluding Mystery Trips).**
- Telephone sign-ups are accepted after 1pm on the first sign-up day only. Any other day, members can sign up between 8:30 am – 4:30 pm.

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ADVANCE SIGN-UP

The Senior Center asks that you sign up for any trip or event at least 24 hours in advance (unless otherwise stated). This procedure enables the Center to notify members if a trip or event is cancelled or if there is not a minimum number of sign-ups. **(Please note that no trip can go out with fewer than three members for local trips and five for long excursions).**

PROMPTNESS REQUESTED FOR ALL TRIPS

When a trip, especially a chartered trip, is advertised for a certain hour, the Center will wait no more than five minutes for a latecomer. If you are detained please call the office at (732) 745-5100 or (732) 745-5124. If possible, we will try to make arrangements to hold the bus for a **few additional minutes**. However, it is the participant's responsibility to arrive in plenty of time for a trip and to make allowances for traffic, parking, or other difficulties that might be encountered. The Center reserves the right to allow a trip to leave within 5 minutes of the advertised time with or without latecomers. **All trips are non-refundable and any loss is the responsibility of the latecomer.**

TRIP CANCELLATION

If you desire to cancel your reservation for an event or trip, kindly contact the Recreation Leader at (732) 745-5127 at your earliest convenience. At such time the Recreation Leader will contact the next person on the waiting list.

TRIP WAITING LIST PROCESS

The Recreation Leader will contact members on the waiting list who provide their name and number if there's a cancellation. If no number is available or if a message is undeliverable, the next person on the waiting list will be contacted.