

TRAVEL POLICIES: COCKEYSVILLE SENIOR CENTER *(pg. 1 of 2)*

Travel Office Hours: Monday – Thursday, 10 AM – 2PM, Closed Fridays

Phone: 410-666-2300

POLICIES:

Participants signing up for any trip must be a member of BCDA and sign in through the electronic sign-in at the front desk.

A minimum of **30 passengers** will be needed to confirm the booking of a specific trip.

1. Registration requirements for all trips provided through the Cockeysville Senior Center Travel Office consists of signing up for the trip, completing all forms necessary to travel including the BCDA Travel Assistance and Liability form and Emergency Contact form, a deposit/full payment for the specific trip(s) as designated on the itinerary for that trip. In return, the member will receive a receipt for payment, a copy of the itinerary noting departure and arrival times, and a copy of the Cockeysville Senior Center Travel Policies. In return, the member will receive a receipt for their payment, a copy of the itinerary for each trip paid for, and a copy of the Cockeysville Senior Center Travel Policies. The itinerary will include departure date, location and time, and other pertinent information.
2. Anyone wishing to take a friend or relative who is not a member must first insure that the friend or relative is registered as a BCDA member, unless they are under 60 year's old. If the friend or relative is under 60 years old, they will be put on a waiting list until 10 days before final payment. If there are seats available at that time, they may register for the trip and pay full price.
3. Refunds may **be issued up to and including the final payment date** as noted on the itinerary. There will be no refunds after that date. Members may assign their ticket (s) to another qualified person as defined above and that assignee must go to the Travel Committee Office , in person, to complete all required registration forms. Credit card refunds will only be made to the credit card used for the purchase of the trip.
4. Anyone 18 and over may be a passenger on a specific trip except trips that include gambling. See policy # 2 for details.
5. If a member needs an adult companion to accompany them on a trip, the member must meet with the Cockeysville Senior Center Director and the Travel Chair of the Cockeysville Senior Center Committee before making the reservation.
6. If a check has been returned for insufficient funds, all return fees must be paid and cash payments will only be accepted for future funds.

7. Requests for special ADA accommodations for a senior center travel program, including, but not limited to, persons who are wheel chair dependent and require a bus retrofitted for their needs, must be made a minimum of 10 business days in advance of the trip departure or 10 business days prior to final payment being due, whichever is earlier. ADA Accommodation Request forms are available on request.
8. All reservations must be made in person.
9. Travel Insurance information is available upon request.
10. Please arrive 20 minutes early for day trips and 30 minutes early for overnight trips prior to scheduled departures at the designated gathering location. All trips will depart as scheduled. In the event that a passenger is late for departure, there may be a five minute grace period. Thereafter, once the trip has begun, absent a late arrival, there will be no refund for any reason.
11. **In the interest of safety, all passengers must have a working cell phone to take with them on a trip. Failure to provide this information will result in the cancellation of their trip.**
12. ***The Cockeysville Senior Center Council and Travel Committee members cannot be held responsible for any personal injury, accident, or other inconveniences during a trip.***
13. ***We reserve the right to cancel or alter an itinerary for any scheduled trip.***