

Sinto Senior *Activity* Center
Great Escapes Program

Sinto Center Travel Policies (Effective Jan 1, 2016)

Payment/Deposit: Required payment or deposit must be made in order to reserve your seat on a Sinto trip. Payments can be made by cash, check, or debit/credit card (Visa or MasterCard), in person or over the phone. ***No seat is held without payment.*** Day trips: full payment is required with reservation. Overnight trips: \$75 deposit (\$125 for all trips \$350 or greater); the balance must be paid in full 30 days prior to the trip departure date.

Cancellations: Every trip is calculated based upon a minimum enrollment; Sinto has the right to cancel any trip that does not meet that minimum. Sinto also has the right to adjust trip dates, times and itineraries if necessary. When Sinto cancels: traveler will be given a full tour credit or refund. When the traveler cancels: ***Day trips:*** if traveler cancels at least 7 days prior to the trip date, they will be given tour credit/refund minus a \$5 administrative fee and prepaid costs.* No refund will be given for no shows or cancellations less than 7 days prior to the date of trip. ***Overnight trips:*** if traveler cancels at least 30 days prior to the trip date, they will be given a refund minus a \$25 administrative fee and prepaid costs.** No refund will be given for no shows or cancellations less than 30 days prior to the date of trip. ***Prepaid costs*:*** If Sinto paid in advance for meals, admissions, hotels etc. and those costs cannot be refunded in whole or part, canceling travelers will be charged accordingly. ***Hospitalization or Illness:*** if the traveler cancels for emergency illness or hospitalization, and provides physician documentation, they will be given a refund or credit minus the administrative fee and pre-paid costs.

Tour Credits & Refunds: When a refund is due, our policy is to issue tour credit for all day trips (unless otherwise requested by the traveler at the time of cancellation) and a refund by check for all overnight trips. Once a refund has been applied to the traveler's tour credit account it can no longer be refunded as cash. A Tour Credit includes the actual payment made to Sinto and Sinto coupons used; it excludes discounts given. A cash refund includes the actual amount paid only; it excludes Tour Credits, Sinto coupons or discounts given. Tour Credits expire 12 months from the original date of issue and are non-transferable. **Note:** this cancellation policy does not apply to tours that Sinto contracts through travel companies; please refer to the policies of those companies.

General Information

This information is provided by Sinto Senior Activity Center (SSAC) to help you understand and enjoy your travel with us. We have worked hard to give you a variety of travel opportunities at the very best value possible. Sinto owns and operates two buses, a 24 passenger motor coach bus with two dedicated wheelchair stations, and a 14 passenger luxury van. So choose your trip and then sit back and enjoy the ride with Sinto!

Membership

SSAC membership is currently \$20 per person annually and \$10 for additional family members. Members receive discounts on trips, a monthly newsletter detailing all of our upcoming trips and activities, and many other incentives. You need not be a member to travel with us but you will save money if you are. Join!

Age Requirements

SSAC plans trips and activities for seniors. However, anyone 21 or older can join our center and travel on our trips. We know that sometimes family members want to do things together.

Required Assistance

Our drivers and escorts are prepared to provide general assistance to the group but Sinto DOES NOT provide individual caregivers or assistants to travelers who need extra help. If you are not fully independent you must provide a caregiver and purchase their entrance on the trip. Wheelchair access is dependent upon which vehicle we are using and how many seats are available (wheelchair access requires the removal of some seats). Please let us know if any of these situations apply and we will try to accommodate you.

Room Arrangements and Special Requests

The prices for overnight tours are based on double occupancy (two people sharing a room) or single occupancy. If you desire to have your own room, please let us know. It is best if you have your roommate in mind when registering for an overnight trip. We will develop a room list for those looking for a roommate. We request all non-smoking rooms unless you request otherwise.

Dress Code and Items to Bring

We want you to feel comfortable while traveling with us. Dress in casual attire that is appropriate to weather conditions and itinerary events. Cameras, binoculars, medications, toiletries, etc. are recommended for all of our trips. Please limit your baggage to one bag and one carry on unless otherwise informed.

Trip Ratings

Easy: Traveler must be able to walk short distances on mostly level ground. Mobility aids are acceptable.

Moderate: Traveler must be able to get in and out of the van or bus multiple times, walk at least a mile without mobility aids and be in good health.

Difficult: Traveler must be used to walking over uneven terrain with no mobility aids, be fit and in good health.