

Redstone Goes Trips & Tours: Policies and Questions

How are things different in the post-Covid world?

At this time, as per Redstone policies, all participants must provide proof of full vaccination prior to travel. Full vaccination is currently defined as two doses of Pfizer or Moderna, or one dose of J&J. The booster is not required but is strongly recommended. This policy may change to include the requirement of the booster and we will notify participants. Travelers will be screened for wellness the morning of trip departure, and unfortunately if the participant has a fever of over 100.4 degrees, that person will not be able to proceed with the trip. (See information about trip insurance below.) We will follow masking guidelines for public transit and for senior living communities at the time of travel. Current mask requirements for transportation are in effect until April 18, 2022. After that time, we anticipate dropping the face mask requirement on the bus. With that being said, if at any time during travel you are experiencing a runny nose, scratchy throat, etc., we respectfully request that you wear a mask to help protect those around you from the spread of whatever you might be experiencing. Similarly, if you are more comfortable wearing a face mask on an enclosed space like a bus, you should feel free to decide to do so.

How do you set your prices for trips?

Redstone does not build a large profit margin into trips. Our goal is to raise funds for Redstone, while any profit that does occur supports benevolent care programs for our residents. Because of our tight margins, if 30 days prior to a scheduled trip there are NOT at least 30 participants registered and with paid deposits, the trip will be cancelled and deposits and payments will be refunded to those who have registered. We don't want to have to do this! If there is a trip that you really want to see happen, it is in your best interest to share the information with friends and family in order to encourage others to go. Residents and employees of Redstone are eligible for a modest trip discount of \$10 on day trips and \$25 on overnight trips.

What are your payment and cancellation policies?

Deposits for each trip are fully refundable if the request for a refund is made more than **90 days** before the trip. After that time, we must retain your deposit, unless you find someone to fill your spot. Day trip deposits are \$50 and overnight trips, \$100. Trips may be paid in installments, but must be paid in full 30 days in advance of travel. If you are not paid in full by that time, you may lose your spot to someone on our waiting list. We will remind you of payments due. You may request EZ-Pay for your trips. By providing us with a valid credit card, we can divide your trip payments into manageable (EZ) pre-scheduled amounts. If you must cancel within the 30 days before the trip after you are paid in full, we will do everything that we can to provide you with as much of a refund as possible. Sometimes we are able to cancel meals, hotel rooms, etc. Because we do these trips mostly for friendship and fun, this limits our ability to guarantee a full refund. We will provide you with as much of a refund as we receive from our vendors. Please note that if you must cancel within the 72 hours immediately prior to the trip, it is very unlikely that we will be able to provide you with any refund. Unfortunately the same would be true if you are unwell the morning of trip departure and unable to travel. If you are concerned about the need to cancel a trip or being unwell and unable to travel, we recommend considering travel insurance. When exploring travel insurance, make sure that you choose a policy that allows you to **CANCEL FOR ANY REASON**. Read the fine print carefully. As an example, it appears that a 65 year old could insure a trip with a value of \$750 for just over \$100, an investment that might be very worth making! WWW.TRAVELGUARD.COM is a source you may want to explore to consider travel insurance. TravelGuard is not a partner of Redstone, and there are other travel insurance policies available with similar prices and processes, including through the AARP. You may wish to ask your insurance agent for advice if travel insurance is of interest. Trips are fully refunded if Redstone must cancel the trip.

What about mobility equipment and ability to walk distances?

We are always happy to accommodate walkers, wheelchairs, and even an occasional scooter on the bus. Oxygen may be permitted depending on the bus company policy. Please contact us with your specific medical concerns and we will work with you. Trip participants need to be able to manage the steps on and off the bus with minimal assistance. Most of our

trips are self-paced so that you can decide how much or how little walking you wish to do. Please contact us if you have any questions about activity levels for our trips. Travelers on overnight trips should be able to pull/carry their own suitcase to their hotel room.

Do you assign seats on the bus?

We do, in order to keep traveling groups together, and to maintain a cleaner environment on the bus. If you have a true physical concern, please let us know and we will try to accommodate your request. Seats are generally assigned by the order in which we receive registrations from traveling parties.

Where is the departure point?

Our trips depart from the Clubhouse in the Villa Community on the Redstone North Huntingdon Campus, 772 Frontier Drive, North Huntingdon, PA 15642. Ample parking is available. A Redstone team member will be there to direct you as to where to park.

Do you make a breakfast stop after leaving Redstone?

We usually do not as we are anxious to reach our destinations in the timeliest fashion. We do make a comfort stop approximately every two hours on all of our trips and try to schedule our first stop somewhere where you can quickly purchase coffee and a snack when at all possible. You can bring snacks and beverages on the bus. The bathroom on the bus is available for urgent situations.

Who can participate in Redstone Goes trips?

Anyone! While our trips are designed for those 55 and better, we have had participants ranging in age from 9 to 95! About 80% of our travelers are of the female variety, but we love having gentleman join us for our adventures!

What tour company do you use?

We contract motorcoach service from several local bus lines. Trip details are arranged by the Redstone team, and a member of the team accompanies each trip.

Please feel free to share these travel opportunities with your family and friends. For questions please contact us, using the contact information on the front page. We hope you will be joining us! #StayAdventurous!