

Redstone Goes Trips & Tours FAQ's and Policies

September 2022

What are your Covid policies?

At this time, as per Redstone policies, participants must provide proof of full vaccination prior to travel. The booster is strongly recommended for those over age 50. For a trip of two or fewer nights, those who are not up to date with vaccinations may elect to do a rapid test for Covid immediately before departure at the Clubhouse. If that test is negative they will be able to proceed with the trip. If the test is positive, the person will not be able to board the bus and continue. Travelers will also 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. 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 are encouraged to do so.

How do you set your prices for trips?

Redstone does not build a large profit margin into trips. It is also interesting to note that since we began planning our Branson trip three years ago until now, the price of the bus charter has increased by \$4,000. We have tried to make trips as affordable as possible despite these increases. 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 this 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! Please share this information with friends and family in order to encourage others to go.

What are your payment and cancellation policies?

Your deposit is 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. 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 are registering for more than one trip, ask us about consolidating your reservations with one deposit and then setting up a payment plan to easily pay for your trips over time.

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, as would be the case with any tour company. 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. 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 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. We try to build optional resting times and spots into trips so that each traveler can choose their own pace. Travelers on overnight trips should be able to pull/carry their own suitcase to their hotel room since many hotels no longer provide baggage service due to staffing shortages.

How about menu choices for the meals?

On our trips, some of our meals will be at buffets where you can choose what you want. All served meals will provide several choices. If you have food allergies or restrictions, please let us know about those and we will notify the restaurants. When we make our rest stops where you “dine on your own,” often our options are limited and we defer to the driver as to what is a good stopping place for the group.

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. We do not rotate seats as some tour companies do, to avoid issues with cross contamination or messy passengers.

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. Transportation will be provided from other campuses for Redstone residents.

Will you make a breakfast stop after leaving Redstone and how often do you stop?

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 gentlemen join us for our adventures!

What tour company do you use?

We contract motorcoach service from several local bus lines including Elite, Myers, and McIlwain most recently. 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 or to reserve your spot please call Kim at 724-832-8402 X 3378. You may also reserve your spot by visiting our website at www.redstone.org/giving/redstonegoes.