

## **Redstone Goes Trips & Tours Questions and Answers**

### **How do your deposits, payments, and refunds work?**

In 2026, a \$10 deposit will hold your spot for a one-day trip, and a \$25 deposit will hold your spot for multiple day trips. These deposits, however, will be nonrefundable. We find it necessary to take this step because we are incurring credit card fees with every cancelation, in addition to the processing time required for our team here at Redstone.

Full payment for your trip must be completed 30 days prior to departure. Should you need to cancel, all payments are fully refundable (except for the deposit) if the cancellation is requested more than 30 days prior to departure. If you must cancel within the 30 day window before the trip, we will work with you to try to fill your spot and provide you with as much of a refund as possible. If tickets, hotel rooms, etc. have already been purchased and we are unable to fill your spot, you will most likely not receive much of a refund. If you are concerned that you might need to cancel a trip, we recommend purchasing a trip insurance policy at the time of your original reservation. Purchasing the insurance as soon as you make your reservation lowers the price of the insurance. Insurance prices vary based on age, price of trip, and if you wish to include pre-existing condition coverage in the insurance policy. Squaremouth.com is a good place to shop for travel insurance, or you may speak with your personal insurance agent for suggestions. We are always happy to help you, too, if you would like assistance with travel insurance.

We also offer an EZ pay program for our travelers. By providing your credit card at the time of your deposit, we will divide the price of your trip into monthly payments that be applied to your credit card in time to have your trip paid in full by the 30 day marker. Unpaid trips at the 30 day mark may result in cancellation if there is a waiting list for the trip. Know that we will give you a final notice that your payment is due and will work with you to complete your payments before cancelling your reservation.

If you wish to pay by cash or check, we will provide you with a final balance due that reflects a 2.5% discount since your payments won't be reduced by credit card fees.

### **Do you assign seats on the bus?**

We do assign seats to keep traveling groups seated together. We do not rotate seats throughout the trip out of concerns for infection control and the benefit of settling into your space. If you are traveling as a single or with an odd numbered group of friends, it is likely that you will be seated with someone else on the bus. If you wish to have an extra seat for yourself, please let us know and we will work up a price to tell you how much of an additional fee it would be to provide you with the empty seat next to you. Our most popular trips sell out completely, so the cost of the empty seat would have to fully offset any loss of revenue.

This year we are also planning to standardize the practice that we have been using to assign seats as full payments are received. Therefore, if you are in need of a seat in the front, it is in your best interest to complete your payments as soon as possible. If you prefer to sit in the back, let us know

and we will be happy to assign you there from the beginning. We are no longer able to reserve sections of the bus for special needs such as motion sickness due to the volume of these requests that we receive. If you have a special need, check with your doctor for advice. You may wish to make your reservation and pay as soon as possible to secure a seat which might alleviate the problem.

### **Who can go on a Redstone Goes trip?**

Anyone! Please note that registration priority is given to Redstone residents, employees, and those on our prospect list. All ages are welcome, but most of our travelers are 55 and better. Children may participate but must pay the adult rate. About 80% of our travelers are women on most trips, but men are absolutely welcome to participate!

### **Why is the price for a single so much higher?**

Hotel rooms are frequently the most expensive piece of our trips. By sharing a room with a roommate, the cost for the room is divided between two people. By choosing a single room, you will incur the full cost of that hotel room. This can add up to a significant difference in price. If you are interested in finding a roommate, let us know and we can introduce you to others who might also wish to share a room.

### **Concerns about Physical Ability**

Please note that wheelchair lifts are not available to board the bus, but collapsible wheelchairs may be stored in the luggage bay. A limited number of lightweight travel scooters can also be stored under the bus. Full size scooters cannot be accommodated. Sometimes it is possible to rent a scooter at our destinations.

All travelers must be able to go up and down the 3 – 5 steps on the bus with relative independence when getting on and off the bus. Please note that coaches stop on average 6 – 7 times a day during which you will be required to disembark and then return to the bus. With group bookings, many hotels do not offer accessible rooms. If you request an accessible room, we will make that request to the hotel but we cannot guarantee your request will be honored.

We recommend that all participants be able to go up and down short flights of 8 – 12 stairs, walk about ½ mile (10 blocks) in approximately 15 minutes, and be able to stand in one place for up to 45 minutes. A rollator with a seat or a chair cane are options that you might wish to consider if standing in one space is challenging. If you have any concerns about agility, dietary issues, etc., please share those with us at the time of your registration so that we can work together to address your challenges. Part of Redstone's philosophy is that we want to help anyone who wishes to travel have that experience – so if it is possible we will work with you to make it happen.

### **Personal Space & Hygiene**

Because it is so hard to find a volume level that is agreeable throughout the bus, we will seldom show movies or listen to music over the bus PA system. Occasionally a tour will be presented over

the bus PA system so if you are sensitive to sound please plan to bring your own ear plugs. You are welcome to use your personal devices to listen to music or watch videos, but you must wear ear buds or headphones to do so. Please plan to dress in layers so that you can adjust your clothing if you are too warm or cold. Maintaining a temperature that is pleasing to everyone throughout the bus is challenging. You are encouraged to bring socks, hats, etc. even in warm weather in case you find yourself cold on the bus. Practice restraint in the use of perfume, cologne or scented products to accommodate those with allergies. At this time we have no requirements related to vaccines or masking, but if you are feeling unwell we ask that you do consider wearing a mask while on the bus in order to reduce spread to fellow passengers. If you are immune compromised, we also suggest that you consider wearing a mask.

### **Cancellations and Schedule Changes**

Trips not having at least 30 registered participants 30 days prior to departure may be cancelled. In this case, those who have registered will receive a full refund. We have not had to make any cancellations over the past year. Itinerary changes may occur that are beyond the control of Redstone Goes. Such changes may include a hotel or restaurant change, or a shift in the order of events. Passengers will only be notified of these changes in advance in the case of an extreme change in itinerary. The cancellation/refund policy will not be affected by modest changes to the itinerary.

### **Food, Beverage, and Smoking**

No smoking or vaping is permitted on the bus. Please make sure that you have moved at least 20 feet away from the bus before smoking, and extinguish cigarettes before approaching the bus to reboard. Food and beverages may be consumed on the bus. Make sure that beverages have closed lids on them. Alcohol is not permitted on the bus because we have not paid an additional alcohol fee.

### **Looking to the future....**

- If there is enough interest, we may add a trip to Sight and Sound in 2026, along with some additional day trip opportunities to Pittsburgh events.
- We are also considering a “tiny tour” of no more than 18 persons to Iceland in 2026 or 2027.

Looking ahead to 2027... life is uncertain and all things change, but we are already researching some big adventures for 2027.

- Ireland (and possibly England) in the Spring of 2027 (passport required)
- Montreal and Quebec Canada in September of 2027 (passport required)
- Back to Mackinac Island
- A beach trip to Ocean City

And in 2028.... We're already looking for prices for a cruise/land tour in Alaska/Denali!

Your trip suggestions are always welcome and appreciated. Every trip planned in 2026 was suggested by one of our travelers. We love making your adventure dreams possible!

To hold a spot for any trip, use our online registration form at XXXXXXXXXXXXXXXX.

You may also call Gia at 724-832-8401 X 3378 to register over the phone or make arrangements to send a check. You can also call Gia with any questions related to the trips. Gia Bartram is an Admin Assistant in Redstone's Mission Support Office and she serves as our trip registrar and payment coordinator. In addition to the phone number above she can be reached via email at [gartram@redstone.org](mailto:gartram@redstone.org).

Trips are organized by Lisa Dormire, Redstone's VP for Mission Support. Modest proceeds from trips and tours support Redstone's charitable care programs. Lisa has been organizing group travel for over 25 years. We work with several local companies to charter our buses, and work with a group broker for hotel rooms. Lisa can be reached at [ldormire@redstone.org](mailto:ldormire@redstone.org) or 724-832-8401 X 3353.

A member of Redstone's team accompanies each of the trips and a cell phone number for that person and a final itinerary are provided for the trip two to three weeks before departure.

We look forward to staying adventurous with you in 2026!