

ESTES VALLEY RECREATION AND PARK DISTRICT

DAY TRIP POLICY

Registration

- Registration is first-come, first-served.
- Participants age 18 and under may participate only if accompanied by a paid participant age 18 and over, unless specified by the trip organizer.
- Informational flyers will be posted at the Estes Valley Community Center and available on the website with times, fees, optional expenses, activity level, and itinerary.
- Participants can register one of three easy ways: in person, by phone, or online. Fees must be paid in full at time of registration.
- Trip registration closes two weeks prior to the trip date unless otherwise stated. If the trip does not meet the minimum number of participants by the registration deadline, the trip will be cancelled. Drivers and participants will be notified by phone or email, and refunds will be issued.
- Participant must advise staff of any special needs at the time of registration (see Physical Activity Levels).
- Trip capacity is 14 riders. Trips must fill to a minimum of 10 riders unless other minimums are specified.
- A waiting list will be kept when a trip reaches its maximum size. If a vacancy occurs, staff will call those on the waiting list; no voicemail messages will be left.
- A \$15 service charge will be issued on returned checks.
- Whenever possible, additional trip costs will be noted on the trip-specific informational flyer and Trip Confirmation Form (lunch, shopping, snacks, etc.).

Cancellations & Refunds

- If a participant cancels before the registration deadline, a full refund, minus a \$5 administration fee, will be issued. The administration fee is waived if a participant chooses to apply the credit to their household account. Credit on accounts will be refunded to customers if it remains for over two years.
- If the District or venue cancels the trip, a full refund will be made. Participants will be notified in advance, when possible, if the trip is cancelled.
- If a participant cancels after the registration deadline, no refund will be issued unless the reservation is resold to someone on the waiting list. If there is no one on the waiting list, the registration may be transferred to another person with the approval of the Program Coordinator. Complete registration information and full payment is required from any substitute participant.
- No refund will be issued if the participant fails to show up or misses the van.



Departure and Return

- All trips depart from and return to the Estes Valley Community Center.
- Participants must check in with Guest Services staff inside the building 15 minutes prior to the scheduled departure time.
- Participants should park at the south end of the Community Center parking lot.
- Return times are approximate. Please be flexible on return times.
- No one will be allowed to disembark from the van at any place other than the Estes Valley Community Center.

Physical Activity Levels of Day Trips

The driver is responsible for loading and unloading all passengers, including those passengers using a wheelchair lift. Drivers are not responsible for providing ongoing personal assistance during trips.

Drivers manage passenger lists, ticket handling, and check-in procedures.

1. **Minimum Activity:** Comfortable walking shoes, ability to board van, limited ability to walk and stand, or uses wheelchair.
2. **Moderate Activity:** Comfortable walking shoes, ability to board van, ability to walk several blocks, and stand on tours, or uses wheelchair.
3. **Average Activity:** Comfortable walking shoes, standing and/or walking and touring for several hours of the day, plus the use of stairs. Wheelchair passengers may want an attendant. (Attendant must be a paid and registered participant). Wheelchair passengers should check with staff prior to registration to determine accessibility of venues.
4. **Maximum Activity:** Comfortable walking shoes, extended use of stairs, standing and/or extended walking for much of the day. Wheelchair passengers may want to have an attendant. (Attendant must be a paid and registered participant.) Wheelchair passengers should check with staff prior to registration to determine accessibility of venues.

Trip Etiquette

- All trips are smoke-free.
- Be considerate of other passengers in the confined interior of the van by using perfumes and aftershaves in moderation.
- When boarding the van, please keep in mind that some passengers are less mobile and cannot move easily to the rear seats.
- Seat belts are required.
- Non-alcoholic drinks, snacks, and sack lunches may be brought on the van.
- Participants should remove trash and personal belongings from seatbacks, floors, and seats upon completion of the trip.

THANK YOU FOR TRAVELING WITH US!
