

Rules & Regulations

Please Read Through Very Carefully

All Travel Within the United States requires a REAL ID (enhanced State Id) by May 7th, 2025

All Travel Outside of United States requires a VALID Passport Book (NOT Card)

We at **Trips R Us** want to do everything possible to make sure our clients have a memorable experience. To assure this, we must have the appropriate **staff to client ratio (MINIMUM 1:8)** to meet everyone's needs. Staff ratios are approximations and may vary accordingly to the needs and levels of the clients (as a whole.) We also rate the pace of our trips: 1 sun= slow-paced, 2 suns= typically paced, 3 suns= fast paced, if unsure of which trip is appropriate for your client(s), please contact **Trips R Us** for more information.

- **A Client Information Form MUST be completed in its entirety prior to attending ANY programs/trips.** Guardians/parents/house staff must disclose **ANY and ALL** information pertaining to the person(s) in their care in order for Trips R Us to assure everyone has a safe, comfortable, and enjoyable experience. **Trips R Us** is not responsible for any situation that may occur due to inadequate disclosure of pertinent information.
- A client, who registers for a fast-paced trip, who should actually join a slower-paced trip, runs the risk of being canceled prior to departure trip or sent home early at his or her own expense with no refund. Many fast-paced trips require many hours of walking (at times) and clients should be able to walk comfortably at the pace of the group.
- **Trips R Us** Staff can provide prompts/reminders to complete ADL's (bathing/hygiene), adjust water temperature in showers, dressing, using restrooms, spending money and medications - prepackaged according to Trips R Us' medication policy. Our staff does **NOT** provide direct-hands-on personal care.
- **Conduct:** **Trips R Us** reserves the right to expel any participant from a trip for any lawful reason, including, but not limited to, violation of **Trips R Us** rules and regulations and conduct detrimental to him/herself, other participants, the general public, or **Trips R Us** agents or employee. Any expenses incurred by **Trips R Us** due to the expulsion of a participant, including, but not limited to, increased transportation, accommodation, and communication costs will be the responsibility of the participant and must be paid to **Trips R Us**.
- Due to the inability to **SAFELY** and properly store adaptive equipment (e.g. wheelchair, walker w/seat) in 15-passenger vans; we are no longer able to accommodate individuals, who require the aid/use of adaptive equipment. We are terribly sorry about this, but as always, our main concern is the safety of our travelers traveling with us. Currently, we do not have a wheelchair accessible van and would have to place the wheelchairs and walkers in the aisle/opening of the double doors in our van. We are unable to place anything in this area; as this is the only means for an exit/emergency exit for people traveling in the van. We apologize for any inconvenience and would be more than willing to discuss any alternatives you may suggest.
- Please know that **Trips R Us** reserves the right to **cancel a trip** due to lack of minimum enrollment. We will keep you updated on enrollment for trip; if there is a chance it will not run. We will give you as much notice as possible if a trip must be canceled and you will receive a complete refund, keep it as credit, or use it towards a different trip. **Activities and Prices are subject to change** due to any unforeseen circumstances that might cause a significant increase in price (i.e. gas, luggage fees, airline tickets.)
- **Reserving you vacation:** A deposit of \$500.00 is required for all Big Trips (trips costing over \$500.). Payment plans are available for all trips over \$500. Full payment must be received no later than 45 days prior to departure of our trip. For cruises we require full payment 120 days before the sailing date.
- Due to all the heightened security at the airports, all travelers flying within the United States must have **VALID REAL ID** (enhanced State Id) this Id has a star on right top corner of Id by **May 7, 2025**. All trips traveling outside of United States require a **VALID Passport Book** (Not CARD) with at least 6 months travel time beyond trip dates. **Trips R Us** allows one suitcase and one carry on (backpack, small gym bag) when arriving at the airport. We are not responsible for luggage, bags, backpacks, etc. if they are not properly labeled. **Trips R Us** is not responsible for a traveler missing a trip due to improper identification and documentation (**REAL ID** or **Passport Book**), being late or No-Show to their meeting spot, or their flight, or activity. We cannot offer refunds in these cases.
- **Cancellation Policies: Trips cancelled must be in writing and received by:**
 - **180 days prior** to trip departure date = full refund minus **ANY** pre-purchased, non-refundable items such as airline tickets, cruise packages, etc. **PLUS** a \$50. Processing fee.
 - **90 days prior** to trip departure date = full refund minus ANY pre-purchased, non-refundable items such as airline tickets, cruise packages, etc. **PLUS** a \$75. Processing fee.
 - **60 days prior** to trip departure date = 50% refund of total trip cost minus ANY pre-purchased, non-refundable items such as airline tickets, cruise packages, etc. **PLUS** a \$150. Processing fee.
 - **30 days prior** and No Shows = No Refund Given
 - Trips R Us will try to fill your spot with another traveler; if that is possible =full refund minus **ANY** fees charged=transfer charges, name changes, etc., **PLUS** \$50. Processing fee.
- We strongly suggest **Trip Cancellation Insurance** to protect yourself...if you may need to cancel your trip for some unforeseen reason. We have no affiliation with **TRAVELEX**, but you can visit their website at www.travelex-insurance.com for any question or concerns. Travel Insurance is the only way to cover yourself if you need to cancel your vacation.
- All new clients that register for a Trip R Us overnight trip must be interviewed with guardian/staff before they can attend any overnight trip. All our trips and programs are first-come-first-serve and are limited in how many people we can take, so register early to hold your spot.