

Rules & Regulations

Please Read Through Very Carefully

All Air Travel (by plane) Within the United States requires a REAL ID (enhanced State Id) as of May 7th, 2025
All Travel Outside of United States requires a VALID Passport Book (NOT Card)

At **Trips R Us**, our priority is ensuring all our clients have a memorable experience. To achieve this, we maintain appropriate **staff-to-client ratios**, which are essential for meeting everyone's needs. Our **minimum staff-to-client ratio is 1:8**, though actual ratios may vary based on the overall needs and levels of the clients on a specific trip. We also use a sun rating system to indicate the pace of our trips: 1 sun= slow-paced, 2 suns= typically paced, 3 suns= fast paced. If you are unsure which trip is most appropriate for your client(s), please contact us directly for more information and guidance.
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**.
- We currently are unable to accommodate individuals who require adaptive equipment such as wheelchairs or walkers with seats. Our 15-passenger vans **cannot safely and properly** store such equipment **without obstructing exits**, which poses a significant safety concern for all travelers. We sincerely apologize for any inconvenience this may cause. We are pleased to discuss any alternative solutions you might 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.
- As of **May 7, 2025**, 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. 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 (**No Larger than 25 inches**) 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 are first-come-first-serve and are limited in how many people we can take, so register early to hold your spot. We do not hold/reserve spots via email or phone request; we MUST have a completed registration form to register for a trip.**