

North Providence Mancini Center Trip Policy

This policy has been developed for all persons participating in day and extended trips planned and/or leaving from the North Providence Mancini Center.

Reservations:

- Reservations are accepted for members on a first come basis upon receipt of payment.
- Reservations for trips will be accepted during normal business hours at the front desk.
- Non-members and friends of members over the age of 55 may register for a trip 2 weeks prior to departure if seats are available. Non-members must fill out the Non-Member Trip Form and pay an additional \$5.

Payments:

- **All trips must be paid in full.**
- Payments can be made via cash or checks payable to the Town Of North Providence.

Parking & Transportation:

- All parties are responsible for making their own arrangements for transportation to and from the Center (or departing location).
- Participants attending agency trips are required to park in the rear of the parking lot.

Cancellations & Refunds:

Trip Cancelled by a Member:

- 1.) The person cancelling will notify the trip registrar.
- 2.) The trip registrar or another staff person will secure a substitute from the waitlist, if a waitlist is available.
- 3.) The substitute will pay the North Providence Mancini Center directly.
- 4.) The Town of North Providence will issue a check to refund the person cancelling only if a substitute is found, less a \$20.00 service fee within 30 days.
- 5.) No refund will be issued if a substitute is not available.

Trip Cancellation by The Center:

- 1.) If the trip is cancelled due to low enrollment, the North Providence Mancini Center will issue a full refund by check.
- 2.) If the trip is cancelled due to weather or other uncontrollable circumstances, every effort will be made to reschedule the trip with ample notice to participants. No refund will be issued if the participant is unable to attend on the new date, and no substitute is found.
- 3.) If the trip cannot be rescheduled, a full refund will be issued by check by the Town of North Providence within 30 days.