

## **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.

### **General Guidelines:**

- Trip reservations are for Mancini Center members only, unless otherwise noted.
- Participants must be able to function independently without one-to-one assistance or supervision.
- Participants will abide by the information and instructions provided by staff while on any trip.
- Components of a trip such as a restaurant, venue, departure/return times or even the date of the trip is subject to change.

### **Reservations:**

- Reservations are accepted for members on a first-come, first-served basis upon receipt of payment.
- Reservations for trips will be accepted during normal business hours at the front desk.
- A waitlist will be maintained after all available seats are reserved. Trip fees will not be collected in advance from people on the waitlist, only when/if a seat becomes available.

### **Payments:**

- **Payment must be made in full to reserve your trip.**
- Payments must be made via cash or checks payable to the Town Of North Providence, unless otherwise noted. Credit or debit cards are not acceptable forms of payment.
- A separate check must be written for each trip.

### **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 main parking lot or in the parking lot behind the Center.

### **Cancellations & Refunds:**

#### **Trip Cancellation by the Participant:**

##### **Option 1**

- 1) If unable to attend, the participant is responsible for finding someone to take the seat.
- 2) The substitute must be a current Mancini Center member.
- 3) The substitute will pay the canceling participant directly. The Mancini Center will not accept or distribute payment between these individuals.
- 4) The canceling participant must notify the Mancini Center when the seat has been transferred.

##### **Option 2**

- 1) The canceling participant will notify the Mancini Center.
- 2) The Mancini Center will secure a substitute from the waitlist, if a waitlist is available.
- 3) The substitute will pay the Mancini Center directly in the form of cash only.
- 4) The Mancini Center will refund the canceling participant using the funds from the substitute.
- 5) No refund will be issued if a substitute is not available.

#### **Trip Cancellation by The Center:**

- 1) If the trip is canceled due to low enrollment, the North Providence Mancini Center will issue a full refund.
- 2) If the trip is canceled 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.