

# Motor Coach Etiquette

## DAY TRIPS

- ◆ Participants are assigned one seat on the Motor Coach for the duration of the trip.

## EXTENDED TRIPS

- ◆ Escorts will determine method of seat rotation.
- ◆ Driver gratuities are not included on most tours.

## ALL TRIPS

Smoking, recreational drugs, and alcoholic beverages are not allowed on the Motor Coach.

## ACTIVITY LEVEL

Activity level descriptions are subjective. Please register for trips based on your ability.

- ◆ **Easy Street** - Sitting/walking. Up to **ONE** block of walking at a time.
- ◆ **Moderate Movers** - Multiple transfers from bus to venue. Brief periods of standing at venue with opportunities to sit/rest. Up to **TWO** blocks of walking at a time.
- ◆ **Strenuous Striders** - Multiple transfers from bus to venue. Extended periods of walking/standing at venue with few opportunities to rest. Up to **THREE** blocks of walking at a time.
- ◆ **Challenging Chargers** - Multiple transfers from bus to venue on uneven surfaces. Long periods of standing/walking with no opportunities to rest. Up to **FIVE** blocks of walking at a time.

## SCHEDULE

- ◆ Participants are to arrive 15 minutes before the advertised departure time for check-in and boarding.
- ◆ Travel itinerary subject to change without notice.
- ◆ The Motor Coach has been reserved for a designated period of time and must remain on schedule. **PLEASE BE ON TIME.**
- ◆ Observing the trip timeline is critical when participating in a group travel program. Participants failing to meet the bus while on a trip may be left behind. (If this occurs, please call Ed Kallas, Recreation Supervisor I, at (510) 775-5480. Transportation back to Alameda will be the participant's responsibility.



## PARKING

### DAY TRIPS

Parking is available in the Mastick Senior Center parking lot.

### EXTENDED TRIPS

The Mastick Center parking lot is not available for extended parking. Please arrange transportation to the Center.

Mastick Center is not responsible for any automobile left in the parking lot.

MASTICK SENIOR CENTER  
1155 Santa Clara Ave, Alameda  
(510) 747-7500

# Mastick Senior Center Travel Program Policy and Procedures Manual



Travel program information is available in the following locations:

- ◆ Monthly Newsletter
- ◆ Online at [www.mastickcenter.com](http://www.mastickcenter.com)
- ◆ Mastick Lobby

## Registration

### DAY TRIPS

Participants must:

- ◆ Be 50 years or older;
- ◆ Be a current member of Mastick Center;
- ◆ Have a current Medical Information & Emergency Contact Card on file with Mastick Center; and
- ◆ Register online at [www.alamedaca.gov/recreation](http://www.alamedaca.gov/recreation) or in person at the Mastick Office or ARPD Office. Registration is on a first-come, first-served basis.

### EXTENDED TRIPS

Participants must:

- ◆ Be 50 years or older;
- ◆ Be a current member of Mastick Center;
- ◆ Have a current Medical Information & Emergency Contact Card on file with Mastick Center; and
- ◆ Register in the Mastick Office on Fridays 9:00 a.m.—12:00 or by appointment. Contact Ed Kallas, Recreation Supervisor I, at [ekallas@alamedaca.gov](mailto:ekallas@alamedaca.gov) or (510) 747-7511.



## Payment

### DAY TRIPS

- ◆ Fees are based on a per person cost and are due at the time of registration.
- ◆ Cash, checks and credit cards are accepted forms of payment.
- ◆ Please make checks payable to ARPD unless otherwise noted. A \$25 fee is charged by the City of Alameda for any returned check.

### SCHOLARSHIP PROGRAM

The Mastick Senior Center Advisory Board (MSCAB) funds a scholarship program with proceeds generated from their fundraising programs. Members meeting the low income limit set by HUD for our area are eligible to apply. This program offsets the program costs, four times per year, up to 50% (not to exceed \$50) of fees at a maximum of \$200 per year.

### EXTENDED TRIPS

- ◆ The trip price, required deposit, and final payment information is outlined on the travel brochure.
- ◆ Checks and credit cards are the accepted forms of payment. Returned check fees may apply.
- ◆ Please make checks payable to the designated travel company as stated on the brochure. All payments are collected by Mastick Center and forwarded to the vendor.
- ◆ Travel company cancellation fees may vary.

## Cancellations & Refunds

### DAY TRIPS

Refunds are granted when:

- ◆ Cancellation is received three business days prior to the day of the trip; AND
- ◆ Your place is filled by another paying member (as selected by ARPD staff).

### PLEASE NOTE:

- ◆ Refunds will not be issued if you do not show up for the trip.
- ◆ Full refunds are made when the trip is cancelled by Mastick Center.

### EXTENDED TRIPS

Refunds are determined by the travel company's cancellation policy. Familiarize yourself with the policy should you need to cancel your trip.



### TRIP ETIQUETTE

We aim to provide a quality travel program that is enjoyable for all participants. Rudeness, inconsiderate behavior, and tardiness will not be tolerated. Trip participation may be revoked if behavior jeopardizes the health, safety, or enjoyment of participants.

The Mastick Center Code of Conduct applies on all trips.

## General Health

Participants are required to complete a Medical Information & Emergency Contact Card **annually**. This information will be released to medical personnel should an emergency arise. It is your responsibility to notify staff of medical changes.

### PLEASE OBSERVE THE FOLLOWING:

- ◆ Travelers must attend to their own needs independently or bring an escort for assistance.
- ◆ Travelers must be able to comfortably perform all trip-specific requirements including but not limited to the ability to swim, adhere to safety directions, navigate permanent obstacles and comply with venue rules, etc.
- ◆ Prior to participating in the travel program, check with your physician to confirm it is safe for you to travel.
- ◆ When traveling, bring your Medi-Care, Medi-Cal, and/or supplemental insurance cards, as well as a list of medications and medical conditions with you.
- ◆ Participants needing special accommodations must notify Mastick Center at the time of registration.
- ◆ Participants are required to report accidents/incidents to Staff or designee (i.e., trip escort) immediately.