

VWCCOA Emergency Contact Form – Year: 2022

Thank you for providing this information, which will receive the fullest measure of confidentiality. If information needs updated contact the Council on Aging.

Name: _____

Address: _____

Phone number: _____

In the event that I am involved in a medical emergency, please contact the following person(s):

Name: _____

Relationship: _____

Phone: _____

Name: _____

Relationship: _____

Phone: _____

In case of emergency, do you provide permission for us to contact your emergency contacts and provide information regarding the emergency (please initial yes or no):

YES NO

Do you have any medical condition or are you taking any medications of which we should be aware of in the event of an emergency?

Are you allergic to any medication, food, or insects? YES NO (if yes please list)

Have you had a Covid 19 Vaccine? YES NO Date _____ Brand _____

Have you had a Covid 19 Booster? YES NO

I understand that I will be required to wear a mask if mandated and will need to follow other CDC and State mandates that may be in place regarding COVID 19. YES

In case of emergency, do you provide permission for us to provide this information to the medical provider (please initial yes or no). *It is the consumer's responsibility to notify the VWCCOA to changes in pertinent medical information and changes to your emergency contact.*

YES NO

Signature: _____ Date: _____

COA BUS TRIP CANCELLATION POLICY:

CANCELLATIONS 45 DAYS OR MORE FROM TRIP DATE

-All CANCELLATIONS must be called-in during regular COA business hours or a person can stop in person.

-The COA has to pay in full for buses and other arrangements prior to 45 days of the trip occurring. For a **FULL REFUND** your bus trip must be cancelled **45 days or more** prior to the trip date. Refunds will be issued within 15 business days.

CANCELLATIONS MADE WITHIN DAY 31-44 OF TRIP DATE

TRANSFER CREDIT: Cancellations made within day 31-44 of the traveling date may opt to receive a one-time transferable credit voucher which can be applied to the cost of another trip within 12 months. If a traveler opts to receive a transfer credit voucher, the future trip they book is non-refundable and non-transferrable as it was originally transferred inside the 45 day window on the original trip.

CANCELLATIONS MADE WITHIN 30 DAYS OR LESS OF TRAVEL DATE

- Individuals that are unable to attend the trip inside 30 DAYS OR LESS are able to offer their trip to someone else. This would be a private transaction between you and the other person. The person would need to be at least 18 years of age and older and able to meet the walking guidelines. The COA would need the required paperwork from the other person for them to travel.

OTHER CANCELLATION INFORMATION

-The COA will issue a FULL REFUND if we are unable to operate the day trip.

Refunds are not issued for the following reasons which are outside the control of the COA:

- Bad weather if the bus trip still occurred
- Bus breakdowns
- Complaints about traffic delays and/or buses taking a long time to arrive
- Bus temperature was too hot/too cold to the traveler's liking
- Customer didn't like some of the other travelers on the trip
- Complaints relating to the attractions included in the day trip
- Customer did not like the food at a restaurant or attraction

NO SHOWS POLICY: It is the individual's responsibility to arrive at the COA Senior Center on time for the trip. The COA cannot be held responsible if you do not arrive on time (no matter what the reason) and miss the coach. We are on a schedule and must depart on time. There will be NO REFUND for no shows on a trip; so be sure you allow enough time to get to the Senior Center.

Name: _____

Date: _____

Signature: _____