

**VWCCOA Emergency Contact Form – Year: 2023**

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

Name: \_\_\_\_\_ Date of Birth \_\_\_\_\_

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 & PAYMENT POLICY:

## PAYMENT POLICY

### CAN I MAKE PAYMENTS TOWARD MY TRIP?

Payments can be made in increments of \$50.00 or more with any remaining balance due 45 days prior to the trip occurring. **For example:** Suppose today is January 1, 2023 and the trip you want to go on is taking place on December 1, 2023 and the cost of the trip is \$135.00. You could make a \$50.00 payment on March 1, 2023, a \$50.00 payment on May 1, 2023 and the final payment of \$35.00 no later than October 16, 2023 (which October 16 is 45 days before December 31, 2023).

### IF I AM MAKING PAYMENTS DOES THE STANDARD CANCELLATION POLICY APPLY TO MY TRIP

Yes the COA Bus Trip Cancellation Policy and refund timelines outlined in the policy are the same whether you pay for your trip in increments or pay for it in full up front. (SEE CANCELLATION POLICY BELOW)

### WILL THE COA TRAVEL COMMITTEE CALL ME TO REMIND ME TO MAKE PAYMENTS?

The COA would not be calling you to remind you to make payments. We would suggest writing down future dates of when you want to make payments in your personal calendar.

### WHAT METHODS OF PAYMENT CAN I USE TO MAKE PAYMENTS?

Check or Cash. You would also receive a receipt for your records.

## CANCELLATION POLICY

### CANCELLATIONS 45 DAYS OR MORE FROM TRIP DATE

-All CANCELLATIONS must be called-in during regular COA business hours.

-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

**Option #1: 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 as it was originally transferred inside 45 day window on the original trip.

**Option #2: PARTIAL REFUND:** Cancellations made within day 31-44 of the traveling date can receive a 50% refund of the price of the 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: \_\_\_\_\_