

# **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 before the trip occurs. **For example**, Suppose today is January 1, 2025, and the trip you want to go on is taking place on December 1, 2025, and the trip cost \$135.00. You could make a \$50.00 payment on March 1, 2025, a \$50.00 payment on May 1, 2025, and the final payment of \$35.00 no later than October 16, 2025 (which October 16 is 45 days before December 31, 2025).

### **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 full upfront. (SEE CANCELLATION POLICY BELOW)

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

The COA will not call you to remind you to make payments. We suggest writing down future payment dates in your calendar.

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

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

## **CANCELLATION POLICY**

### **CANCELLATIONS 45 DAYS OR MORE FROM THE 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 45 days before the trip occurs. For a **FULL REFUND**, your bus trip must be canceled **45 days or more** before the trip date. Refunds will be issued within 15 business days. **CANCELLATIONS MADE**

### **WITHIN DAYS 31-44 OF THE TRIP DATE**

**Option #1: TRANSFER CREDIT:** Cancellations made within days 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 initially transferred within the 45-day window on the original trip.

**Option #2: PARTIAL REFUND:** Cancellations made within days 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 who cannot attend the trip within 30 DAYS OR LESS can 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 to travel. **OTHER**

### **CANCELLATION INFORMATION**

-The COA will issue a FULL REFUND if we cannot 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 for the traveler's liking
- The 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:** The individual is responsible for arriving 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: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_