

Fairfield Glade Ladies Club Travel Policies & Procedures

The answer to many of your questions!

Trips offered by the Fairfield Glade Ladies Club have two purposes: The most important reason for offering trips is for members, spouses, and friends to get to know one another through the relaxing and fun experience of travel. The camaraderie that occurs on our trips is special. We are not a "travel company," we are a nonprofit, philanthropic organization. Trips are offered at cost, plus a 2% mark up (club equity payment) for the purpose of fund raising for the Fairfield Glade Ladies Club Scholarship Fund and disbursements to other charitable organizations.

Ladies Club Trips are a benefit of membership in the FFG Ladies Club. Spouses and guests are encouraged to join our members on a trip during the initial offering. If the guest is eligible for membership in the Club, she may accompany a member as a guest on one trip only before membership is required. After a new trip has been offered to Club members for a 2-month period, the trip is opened to the public.

Trip Brochures: New trips are introduced on the Ladies Club website (ffgladiesclub.org) for downloading and brochures are available at the "Travel Table" during the monthly Club meetings. If you have a trip reservation, please obtain a trip brochure for your chosen trip. **Keep your single-day trip brochures as it will contain the only itinerary that you will receive!** Brochures provide you with the information that is included in the trip (i.e. dates, cost, an overview of daily activities, etc.).

Tour Documents: A comprehensive packet of travel documents will be delivered to trip participants on all multi-day trips no less than two weeks prior to departure. These documents include the tour departure location and departure times; a daily itinerary with hotel information; name & luggage tags, medical and trip evaluation forms. We encourage you to fill out the medical form and place it in your wallet. In case of a medical emergency, this information would be available to expedite your care and could be life saving! Documents will be available for pick up at the Ladies Club meeting the month of departure. If you are unable to pick up your packet at the meeting, you will be requested to pick up your documents at a designated location. Documents are not mailed unless deemed absolutely necessary.

Reservations: All reservations and cancellations are made with the Travel Committee Reservationist at the monthly Club meeting or by telephoning Nancy Stephenson at (931) 250-1264. The following information is needed: name(s), addresses, phone numbers. Messages left on voice mail are not confirmed until you receive a return call

confirming your request. If a trip is "sold out," don't hesitate to put your name on the waiting list and keep the dates available. We do utilize the waiting lists and no money is due until you are confirmed as being on the trip.

Trip Cancellation or Interruption: If you find it necessary to cancel a trip reservation, telephone Nancy Stephenson at (931) 250-1264. – Day trips are nonrefundable. Should you need to cancel either a day-trip or a multi-day trip, we will make a sincere effort to assist you in reselling your trip, utilizing the waiting list.

If a notice of cancellation for a multi-day trip is received 59 days or more prior to departure and a replacement has been found, all monies that you have paid will be refunded. If no replacement has been found, any expenses that are refundable to the Ladies Club will be refunded to you.

For all multi-day trip cancellations received within 60-6 days of the trip's departure, a cancellation fee of \$25 per person would apply and all monies that are refundable to the Fairfield Glade Ladies Club will be refunded. If you cancel within 5 days of a trip's departure and no replacement can be found, there will NO refund of monies. NO SHOWS: Anybody who does not show up for a trip will forfeit all monies paid. There will be no refund. For trips that are operated by or in conjunction with other tour companies, please consult their individual trip brochure for their applicable cancellation policies. If illness or other circumstances necessitate your early departure from a tour, miscellaneous expenses (i.e. alternate transportation, hotels, meals) will be your responsibility. Any unused portion of the tour that the Ladies Club Travel is not assessed a charge, will be fully refunded.

Special Arrangements: For special considerations, concerns or inquiries regarding trip details, contact Rosemary Stuckmann: Hm. Ph. (931) 456-0373 or by email: rosemarystuckmann@yahoo.com

Deposits & Payments: Your deposit insures that accommodations, transportation, restaurants, events, and attractions included in a trip are reserved for our group. **Initial deposit amounts (per person) are listed on the brochure and payment is required within 7 days of making a reservation. One-day trips are payable “in full” within 7 days of making your reservation and are nonrefundable. Multi-day trip brochures will also list a schedule of subsequent payments. The payments listed are “per person.” The schedules are strictly adhered to and all multiday trips must be paid in full no later than 60 days prior to the trip departure.**

Checks are payable to FFG Ladies Club Travel. Mail to: FFG Ladies Club Travel, P.O. Box 1746, Crossville, TN 38558. We do not accept debit or credit cards. Please be sure to include the trip name on the memo line of your check. DO NOT SEND LADIES CLUB DUES TO THE TRAVEL POST OFFICE BOX! If you have a question regarding your payment, contact the Finance Manager, Ruth Hill, at (931) 787-7992 or by email: ruthyhill@hotmail.com

Travel Insurance: We recommend that you purchase travel insurance for multi-day trips to avoid substantial financial loss in case unforeseen circumstances result in trip interruption or cancellation. Names and contact information for three of the industry leaders are listed for your convenience. **Be sure to check out their “pre-existing” clause!**

Access America
1/866-807-3982

Travel Insured International
1/800-243-3174

Travel Guard
1/800-826-4919

Transportation & Departure: We use deluxe, wide-body motorcoaches, equipped with air conditioning, restroom and many are now WIFI equipped. Your trip brochure for one-day trips and your documents for multi-day trips will list the time and location of departure. We ask that you carpool whenever possible because of limited parking availability. **IT IS YOUR RESPONSIBILITY TO ARRIVE AT THE DEPARTURE LOCATION ON TIME; WE DO NOT WAIT FOR LATE ARRIVALS!** There will be no refund for “no shows” so be sure that you allow enough time to arrive at the designated departure point. All motorcoach seating is pre-assigned and passengers will rotate seats daily on multiday trips. Consult the seating chart, posted by the motorcoach door, for your daily seat assignment on all multiday trips. **On multiday trips, daily boarding begins 15 minutes prior to our morning departures. Motorcoaches are not allowed by the hotels to run their engines until 15 minutes prior to our morning departures.**

Luggage Handling: Luggage handling is provided on all multi-day trips of 3 or more days and is limited to one bag, not to exceed 45 lbs. A pink luggage tag is provided with your trip documents. Place the tag on your main piece of luggage. Luggage will be stored underneath the coach during transit and will not be accessible to you. Hotel porters will deliver your pink-tagged luggage to your room upon hotel arrival. When departing, place your pink-tagged luggage outside your hotel door (unless instructed otherwise by your Tour Director) and the porter will deliver it back to the motorcoach in preparation for departure. All porter gratuities are included in your tour cost for one tagged bag per person. You may carry on one small piece of luggage, which will fit in the small overhead compartments of the motorcoach. In addition, if you have medical equipment (i.e. CPAP), make sure that you have an I.D. tag on it. Medical equipment will be placed in a special compartment underneath the coach. You will be responsible for transporting your carry-on bag and medical equipment to/from your hotel room. Personal items are to be removed from the coach each evening. FFG Ladies Club, and the company from which the motorcoach is leased, do not assume responsibility for theft or damage to personal items left on the coach.

Cell Phones: Cell phone conversations are very disruptive while riding in the motorcoach and inconsiderate of your fellow travelers. Turn off your cell phones or put on vibrate mode. Place any call backs at a time and location when you are off the motorcoach and can talk privately. Emergencies are an exception!

Airline Travel: For our ticketing request, your legal first, middle and last name is required, correlating to the identification that you will be presenting to the airlines at check in (i.e. driver’s license or passport). Your birth date is also required. The US Department of Homeland Security requires all airline passengers to be responsible for the contents of their luggage and mandates that each passenger check in their own luggage. Because of this mandate, the fee for checking your main piece of luggage is your responsibility and is not included in the cost of your trip. Excess baggage fees are also your responsibility. Do not leave any luggage unattended at the airport. All carry-on-luggage (one per person) should be in your personal possession at all times.

Additional airline security information will be provided to our airline travelers with individual trip documents. Airlines determine our group seating and at times a spouse or a friend may not be seated together! At airline check in, some airlines will honor your airline frequent flyer award number, when traveling on a group ticket, and others (i.e. Southwest) will not. Passports are required for travel outside of the United States and must be valid for six (6) months beyond the dates of the trip. An excellent site for travel information for trips overseas is: www.travel.state.gov.

Land Only Pricing: You may request a land only price on multi-day trips where airline service is involved. If the tour is purchased as land only, it will be your responsibility to meet the group at the arrival airport at the time designated by FFG Ladies Club Travel, or if you prefer, you can join the tour at the first night's hotel. If you do not meet up with the group at the designated time and place, you will be responsible for any expenses incurred prior to eventually joining the group.

Accommodations: Where you stay makes a difference! AAA-rated hotels (3 stars or better) are selected whenever possible. Decisions on hotels are based upon location to better utilize the time allowed for your visit and proximity to restaurants within walking distance of the hotel. Cost of the tour is determined by double occupancy (2 travelers per room). Single rates are available but are more costly because you are responsible for the entire room charge. Adjacent rooms can be requested but cannot be guaranteed. This is solely dependent upon the hotel. The Tour Director will obtain your room key upon arrival. When departing, return your key to the front desk and pay any applicable room charges for personal expenses you may have incurred (i.e. room service, movies).

Gratuities: Gratuities for meals, motorcoach driver, hotel porters, and local guides are included in the cost of your trip as specified in your tour brochure. For trips that are offered in conjunction with other travel companies, please refer to their individual trip brochure to verify what gratuities are included in the cost of your trip.

Responsibility: Fairfield Glade Ladies Club acts as an agent only for the tour participants in making arrangements for accommodations, meals, and sightseeing as a fund-raising activity for the Club. We are not responsible for any failure, delay, accident, or sickness in connection with any of the vendors rendering service. Fairfield Glade Ladies Club, as an agent only, is not liable for injury, loss, theft, damage, accident, delay, or otherwise which may possibly occur by reason of defect in any vehicle of conveyance used in the performance of the tours. Fairfield Glade Ladies Club reserves the right to make changes in tour arrangements anytime due to emergency or otherwise unknown situations. We also have the right to terminate any tour participant who is objectionable or disruptive or any tour participants who is determined unfit to travel as part of the tour. Charges incurred because of any of the situations listed above will be the sole responsibility of the passenger. Fairfield Glade Ladies Club travelers hold the property owners, where their cars are parked during the duration of our trips, harmless for any damage or theft to the cars and for any liability of injury that may occur in the parking lot.

Revised 6/7/18