

## Travel Policies & Procedures

Trips offered by the Fairfield Glade Ladies Club have two purposes: The most important reason for offering trips is for members, their 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 very special to all of our travelers. 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.

The “Ladies Club Trips” are a benefit of membership in the FFG Ladies Club. Female residents or property owners in Fairfield Glade are eligible for membership in the Ladies Club. New trips are introduced on the Ladies Club website (ffgladiesclub.org). Trips are available first to members whose club dues are current. 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:** Watch the website! New trips are introduced on the Ladies Club website and brochures for all trips are available for download. After appearing on the website, the brochures are also available on the “Travel Table” at the monthly Club meetings. If you have a trip reservation, please obtain a trip brochure for your chosen trip. **Single-day trip brochures provide the only copy of the itinerary that you will receive.** For those taking a multi-day trip, the brochure informs you as to what is included in your trip. A comprehensive packet of travel documents will be provided to trip participants on all multi-day trips no less than two weeks prior to departure. Trip documents are normally not mailed; they are hand delivered whenever possible, or you will be requested to pick up your documents at a designated location.

**Reservations:** All reservations and cancellations can be made with **Nancy Stephenson** at the monthly Club meeting or by telephone **(931) 250-1264**. You can also contact Nancy by email. Her email address is: [ffg2travel@yahoo.com](mailto:ffg2travel@yahoo.com) She will reply and confirm your email reservation. If you do not receive a reply, please contact her by telephone to make certain that your email was received. If trip reservations are closed because the trip is full, a waiting list is maintained. Sign up on the “waiting list” and keep the dates available because we do utilize our waiting lists.

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

Checks are to be made payable to FFG Ladies Club Travel and mailed to **Marge Guerette, FFG Ladies Club Travel, 157 Dovenshire Dr. Fairfield Glade, TN 38558**. We are unable to accept debit or credit cards. **If you have any questions regarding deposits or payments, you may contact Marge by telephone (931) 707-0439 or by email.** Her email address is: [marge.g.tn@gmail.com](mailto:marge.g.tn@gmail.com).

**Trip Cancellation or Interruption:** If you find it necessary to cancel a trip reservation, **please telephone Nancy Stephenson at (931) 250-1264 or email her at [ffg2travel@yahoo.com](mailto:ffg2travel@yahoo.com).** **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 60 days or more prior to departure, all monies that are refundable to the Fairfield Glade Ladies Club will be refunded and no cancellation fee will apply. **For all multi-day trip cancellations received within 60 days of the trip’s departure, a cancellation fee of \$25 per person would apply to cover the cost involved for notification of all vendors (i.e. hotels, attractions, restaurants).** 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) will be your responsibility. Any unused portion of the tour that the Ladies Club Travel is not assessed a charge, will be fully refunded. A medical form will be provided in your travel documents for multi-day trips. We encourage you to fill it out 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!

**Travel Insurance:** We highly 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.

Access America  
1/866-807-3982  
[www.accessamerica.com](http://www.accessamerica.com)

CSA Travel Protection  
1/800-711-1197  
[www.csatravelprotection.com](http://www.csatravelprotection.com)

Travel Guard  
1/800-826-4919  
[www.travelguard.com](http://www.travelguard.com)

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**Special Arrangements:** For special considerations, concerns or inquires regarding trip details, contact Barbara Troxte (931) 337-6123 or Mary Ann Trent (931) 456-5122, Travel Committee Co-Chairmen or by email - Barbara's is [batroxte3@comcast.net](mailto:batroxte3@comcast.net) and Mary Ann's is [gatraveler@mindspring.com](mailto:gatraveler@mindspring.com)

**Transportation & Departure:** Our motorcoach tours feature modern, deluxe, wide-body motorcoaches, equipped with air-conditioning, restroom and adjustable lounge seats. Most motorcoaches are now WIFI equipped. Your trip brochure for one-day trips and your trip documents for multiday trips will list your departure location. We ask that you carpool whenever possible because of limited parking availability. It is the individual's responsibility to arrive at the departure location on time. FFG Ladies Club cannot be held responsible if you arrive after our departure time, no matter what the reason may be. There will be no refund for "no shows" on a trip, so be sure that you allow enough time to arrive "on time" at the designated departure point. All motorcoach seating is pre-assigned and passengers will rotate seats daily. Please consult the seating chart for your seat assignment upon entering the motor coach.

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

**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. Please 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 it to your room upon arrival at the hotel. When departing, place your tagged luggage outside your hotel door (unless instructed otherwise by your Tour Director) and the porter will pick up your luggage and deliver it back to the motorcoach in preparation for departure. All porter gratuities are included in your tour cost. You may carry on one small piece of luggage, which will fit in the 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 it 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.

**Airline Travel:** For ticketing purposes, your legal first, middle and last name is required, as indicated on the identification that you will be presenting to the airlines (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 (not to exceed 45 lbs.) 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 should be in your personal possession at all times. Additional airline security information will be provided to our airline travelers with individual trip documents.

**Accommodations:** Where you stay makes a difference! AAA-rated hotels (3-stars or better) are selected whenever possible. Decisions are based upon location to better utilize the time allowed for your visit and proximity to restaurants within walking distance. The cost of the tour is determined by double occupancy (two travelers per room). Single rates are available but are more costly because you are responsible for the entire room charge. We do not recommend triple or quad accommodations. Adjacent rooms can be requested for friends traveling together but cannot be guaranteed. This is solely dependent on hotel availability upon arrival. Smoke-free rooms are requested and many hotels are now completely smoke free. 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 included 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 participant 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.

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