

## GENERAL INFORMATION

**WHO CAN PARTICIPATE ON TOURS?** All guests must be over 18 years old and have good self-care skills. Exceptional Adventures can accommodate persons with special needs such as sign language, special dietary restrictions or visual impairments. Most tours can accommodate persons in wheelchairs, but suggest you call us for more information on accessibility. Although a medical examination is not required to participate, a one-page information sheet must be completed and submitted prior to participation. In addition, a 'Hold Harmless Agreement' must be signed and returned in order to participate.

**MEDICAL COVERAGE AND SUPERVISION:** Guests must have some type of medical coverage to participate. Exceptional Adventures offers 24-hour supervision with staff in guests' rooms or in the immediate area. Highly trained, caring volunteers are assigned to the same guests for the duration of each tour. Exceptional Adventures normally uses a one-to-four (1:4) staff-to-guest ratio.

**MEDICATION:** All of our employees are trained and certified in medication and insulin administration. Please pack all medications separately and in the original prescription bottles. They must be given to the Tour Coordinator upon arrival at your pick up point. Home visit sheets or notes listing time of dosage at home are most appreciated. Please send only the amount of medication needed for the tour, as we must count pills on a moving bus or plane. Guests requiring insulin injections must contact our office prior to registration to confirm arrangements. **Medication in metal boxes or blister packs will not be accepted.**

**DRESS:** Exceptional Adventures is committed to promoting a positive image of individuals with disabilities in the community. Please help by bringing guests to the tour clean and appropriately dressed and packed. This avoids embarrassment to the individual as well as to the group. **Please pack only one suitcase. We recommend that guests use rolling luggage with a pull-up handle. No carry-on luggage will be accepted.**

**TRANSPORTATION:** Exceptional Adventures uses luxury motor coaches equipped with restrooms and DVD players for our guests' comfort and enjoyment. We offer multiple pick up points for your convenience. However, transportation to and from the pick up point is the responsibility of the guest or the responsible person(s).

**IDENTIFICATION:** All guests on all tours are required to bring a VALID state-issued I.D. that must be given to the Tour Coordinator during check-in. Failure to do so will result in the guest being sent home, without a refund. On tours leaving the country, all staff and guests MUST have valid passport. (Refunds will not be issued if the traveler is refused boarding due to lack of proper identification.)

**LATE ARRIVALS AND RETURNS:** Exceptional Adventures makes every effort to be on time at pick up and return points.

- GUESTS WHO ARE NOT PICKED UP UPON COMPLETION OF A TOUR CAUSE A SERIOUS INCONVENIENCE FOR OTHER GUESTS AND STAFF WHO MUST REMAIN WITH THEM UNTIL SOMEONE IS CONTACTED AND ARRIVES TO PICK THEM UP.
- GUESTS WHO ARE NOT PICKED UP WITHIN 30 MINUTES OF OUR SCHEDULED RETURN WILL BE BILLED A CHARGE OF \$35.00 PER HOUR. LOCAL GUESTS WHO MUST BE DRIVEN HOME WILL BE BILLED \$50.00, PLUS THE HOURLY CHARGE. LATE RETURNS AT BUTLER WILL BE CHARGED THE SAME FEES, PLUS ANY ADDITIONAL COST(S) ASSESSED BY THE BUS COMPANY.

**NEW VOLUNTEERS / FAMILY MEMBERS WELCOME:** Exceptional Adventures is always recruiting new volunteers for the program. Persons working in community homes for individuals with disabilities, professionals, college students preparing for human service fields and family members are welcome to call for information about volunteering. Volunteers travel at no cost. Should a family member wish to accompany a guest, they are welcome to do so if space is available on the tour. Please call our office for price information on the tour that you select. The same deposit and cancellation restrictions apply to the family member. (Some tours are not open for first-time volunteers.)

**AGENCY STAFF ACCOMPANYING GUESTS:** Agencies are welcome to send their own staff with guests they register. These arrangements need be confirmed at the time of registration. (It is the responsibility of the Agencies to arrange their own staff to attend. We cannot take any guests that are signed up to attend with their staff that is a 'no show' the day of the trip. No refunds will be given.) Staff accompanying guests one-on-one have an increased cost. The cost is the same amount as the guest fee. Staff accompanying four of their individuals have no additional charge. Staff who wish to accompany one of their individuals and three of Exceptional Adventures' other guests need to contact Exceptional Adventures and discuss these arrangements. (All arrangements need be confirmed at the time of registration.)

**TOUR COSTS:** All tours are all inclusive. Guests only need to bring money for souvenirs and snacks. Exceptional Adventures may need to increase fees and / or change tour features as a result of circumstances beyond its control.

### **Walking Code:**

**THIS DOES NOT APPLY TO WHEELCHAIRS. PLEASE CALL OUR OFFICE WITH QUESTIONS REGARDING ACCESSIBILITY.**

1. No excessive walking required
2. Active but done at your pace and leisure
3. Ability to walk ¼ mile in 15 minutes

## **NEW POLICY(IES):**

**PHONE REGISTRATION AND WAIT LIST:** Phone registrations are only acceptable with a credit card payment, it still must be followed up by sending in a written registration.

## **REGISTRATIONS BY MAIL, EMAIL OR FAX:**

Deposits or full payments must be made one week from date of reservation to confirm the registration. Reservation may be cancelled with notice if payment is not received. When a tour is full, the guest will be added to a waiting list. In the event of cancellations, we will then access the waiting list. A full refund will be mailed to anyone who requests it if they did not get called off of the waitlist on the tour, dance or event. You may also transfer the registration fee to another tour, dance, event or maintain a credit for a future tours, dances or events.

Receipts are not sent out for payments received by Exceptional Adventures. Your cancelled check or credit card statement is receipt of payment. When sending payment by mail, be sure to specify name of person, trip, dance or event and date. Checks should be made payable to Exceptional Adventures.

**DEPOSITS AND PAYMENTS:** Unless prior installment payment arrangements have been made with Exceptional Adventures, the following registration deposit and final payment policy is strictly enforced by Exceptional Adventures:

### Deposits

- \$25.00 registration deposit for one-day tours
- \$50.00 registration deposit for multi-day tours
- \$250.00 registration deposit for flight tours

### Final Payment

15 days prior to the dance / event

- 21 days prior to departure for all motor coach tours
- 60 days prior to departure for all flight tours

Trips, dances and events must be paid in full before the trip, dance and event unless payment arrangements have been made in advance. Account balances 30 days past due are subject to \$10 monthly late fees, 10% interest and collections. Balances turned over to collections are subject to a \$50.00 processing fee.

***SEE: CANCELLATION AND REFUNDS SECTION below.***

**RATES:** In order to control tour costs and for everyone's comfort, Exceptional Adventures has only one type of accommodation on all over-night tours:

### **Double:**

Two (2) individuals share a room with two (2) double beds.

### **HANDICAP ACCESSIBLE Rooms:**

There may be an additional cost for any guest requiring a handicap accessible room.

**CANCELLATIONS AND REFUNDS:** In order to control costs and accommodate individuals who may be on the 'waiting list' for a tour, the following Cancellation / Refund Policy will be strictly adhered to at all times:

**ALL** cancellations must be **in writing**, in accordance with the refund conditions, and certified mail / faxed / emailed to Exceptional Adventures. (*Cancellations on confirmation pages or answering machines are NOT acceptable.*) A follow-up phone call by the person / Agency submitting the cancellation is required to confirm the receipt of the written notice of cancellation.

### **REFUNDS**

1 or 2 day tours: (dances and events)

- No-shows or cancellations less than 14 days before the departure /event are non-refundable.
- Cancellations 15 to 21 days before the departure result in the loss of the deposit.  
(\*Excluding New Years, which is 30 days).

3 days or more tours:

- No-shows or cancellation less than 45 days before departure are non-refundable.

Flight tours:

- No-shows or cancellation less than 75 days before departure are non-refundable.

At times, for ground tours only, substitutions (*without penalty*) may be made for individuals who have cancelled a tour. Contact Exceptional Adventures to discuss this process.

## **BUS DEPARTURES:**

Buses depart from Greentree, Irwin and Butler. (*Directions are included in the itinerary for each trip.*)  
For large groups who would like an additional pickup, you must schedule at time of registration only.

In BUTLER, guest(s) may board the bus at the Butler Motor Transit garage on S. Monroe Street in Butler. Generally, no Exceptional Adventures employees are available at this boarding location. Guest(s) are formally checked in at the next boarding location.

*Late pick-ups at Butler will be charged the standard late pick-up fee, and any additional costs assessed by the bus*

# REGISTRATION 2012 SPRING TOURS

NAME OF GUEST \_\_\_\_\_ MALE \_\_\_\_\_ FEMALE \_\_\_\_\_

ADDRESS \_\_\_\_\_ PHONE (\_\_\_\_) \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_ E-MAIL \_\_\_\_\_

Name of Person Registering Guest \_\_\_\_\_ E-MAIL \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

I board the bus at: \_\_\_\_\_ BUTLER \_\_\_\_\_ IRWIN \_\_\_\_\_ GREENTREE

IS A WHEELCHAIR NECESSARY? \_\_\_\_\_ YES \_\_\_\_\_ NO

IS A WALKER NECESSARY? \_\_\_\_\_ YES \_\_\_\_\_ NO

IS A ONE-ON-ONE STAFF REQUIRED? \_\_\_\_\_ YES \_\_\_\_\_ NO **(ADDITIONAL FEES WILL APPLY)**

Please consider my request for participation on the following trip(s):

- |  |  |
|--|--|
| _____ DISNEY ON ICE / 100 YEARS OF MAGIC - FEB 5   | _____ ROMEO & JULIET - APRIL 28            |
| _____ WHEELING ISLAND CASINO - MARCH 3             | _____ FABULOUS FOOD SHOW - APRIL 29        |
| _____ LUCK O' THE IRISH - MARCH 17-18              | _____ AMISH BROWN BAG - MAY 19             |
| _____ NIGHT OF DOO WOOP & ROCK 'N ROLL - MAR 24-25 | _____ THE CHICAGO SPEAKEASY - MAY 20       |
| _____ I-X INDOOR AMUSEMENT PARK - APRIL 7          | _____ A SPRINGTIME SAIL - MAY 26           |
| _____ SCENIC RAILROAD - APRIL 14                   | _____ OCEAN CITY/ JERSEY SHORE - MAY 28-31 |
| _____ D.C . & BALTIMORE INNER HARBOR - APRIL 21-22 | _____ I LOVE LUCY - JUNE 2                 |
|  | _____ HERSHEY PARK - JUNE 10-11            |

\$25 deposit on 1-day tours

\$50 deposit on multi-day tours

\$250 deposit on flight tours

**ONLY money orders, checks, MasterCard and Visa are accepted**

**NO CASH ACCEPTED!**

**PLEASE MAKE CHECKS PAYABLE TO:**

**Exceptional Adventures**

250 Clever Road

McKees Rocks PA 15136

412 - 446-0713 (Phone)

412 - 446-0724 (Fax)

[www.exceptionaladventures.com](http://www.exceptionaladventures.com)

**PAYMENT METHOD:**

\_\_\_\_\_ CHECK ENCLOSED

\_\_\_\_\_ PLEASE CHARGE MY: \_\_\_\_\_ VISA \_\_\_\_\_ MasterCard

Account number: \_\_\_\_\_ Expiration: \_\_\_\_\_ 3 -Digit Security Code: \_\_\_\_\_

Name as it appears on the card: \_\_\_\_\_ Signature: \_\_\_\_\_

Address where receipt of credit card purchase should be sent: \_\_\_\_\_

How much are we to charge your credit card? \_\_\_\_\_ (If you leave this question blank, we will charge your credit card the full amount.)



Exceptional Adventures  
250 Clever Rd.  
McKees Rocks, PA 15136

**Exceptional  
Adventures**



**SPRING  
2012  
BROCHURE**