

ST. CHARLES PARK AND RECREATION BOARD
RECREATION TRIP POLICY

It is the policy of the City of St. Charles Parks and Recreation Board that all Recreational Trip opportunities are planned and executed to the best of Park Staff's ability. To ensure these programs meet citizens' expectations, the following Recreation Trip Policy is adopted:

ACCOMODATIONS: The St. Charles Parks and Recreation Department (hereinafter, "Department") actively seeks and supports participation by all people with a variety of interests and abilities in recreation programs and services. If you have concerns or questions please call us at 636-949-3372 to serve you better.

BEHAVIOR:

- Participants must remain with the Department tour group, regardless of where the tour goes, unless prior arrangements are made with the tour escort or other representative(s) designated by the Department.

- Participants are responsible for their personal safety when participating in trip outings.

- Participants may not remain on the motor coach, or other method of group transportation, in lieu of attending events, tours or attractions.

- Respect must be shown toward the tour equipment, tour attractions, other participants and staff.

- Inappropriate behavior toward staff, their designated representative(s) or other participants while engaged in a park activity/trip is prohibited. Inappropriate behavior includes, but is not limited to, public intoxication, threatening, abusive, insulting or indecent language or actions, ~~any~~ disorderly conduct or behavior that creates a nuisance or breaches the public peace.

- Personal hygiene must be maintained in a manner that is not offensive ~~and~~ or objectionable to other participants. Participants shall provide their own personal hygiene supplies. Moderation and restraint in the use of perfume, cologne or scented products should be observed to accommodate staff or participants who suffer from chemical sensitivities.

CANCELLATIONS:

Single Day Trip/Activity:

If the participant cancels less than 14 calendar days prior to the date of the trip/activity, no refund will be made.

If the participant cancels 14 calendar days or more prior to the date of the trip/activity, a refund will be made, subject to assessment of an administrative fee*.

Extended/Overnight Trip/Activity:

If the participant cancels less than 30 calendar days prior to the date of the trip/activity, no refund will be made.

If the participant cancels 30 calendar days or more prior to the date of the trip/activity, a refund will be made, subject to assessment of an administrative fee**.

*A **\$10.00** administrative fee per person (subject to change) is established to recover the direct and indirect costs associated with reserving a Department trip/activity.

A **\$50.00 administrative fee per person (subject to change) is established to recover the direct and indirect costs associated with reserving a Department extended/overnight trip/activity.

CONDITIONS/EXPECTATIONS:

- Trips may include moderate to heavy walking upon surfaces which are uneven or at varying grades. Participants could encounter steps or stairs during a trip in addition to that which the participant must negotiate to board or disembark the motor coach or other group transportation.

Participants may also have to stand for varying lengths during portions of a trip with no seating available.

- If there is a pattern of documented incidents or behavior that call into question a participant's ability to participate in the trip or activity responsibly and safely or to abide by trip policies, a participant may be temporarily suspended or dismissed from the trip program at the discretion of the Department.
- A participant who is suspended from a trip or activity must meet with the Department staff to discuss the criteria for reinstatement.
- Any participant asked to depart a trip/activity/program will do so at his/her own expense regardless of the location of the trip at the time of dismissal.

EMERGENCIES: In the event of a participant emergency, the Department will strive to accommodate all participant needs to the best of its ability. Expenses associated with an emergency are the participant's responsibility.

INCLEMENT WEATHER: The Department reserves the right to cancel a trip/activity in the event of inclement weather. If the Department does cancel a trip, a full refund or credit will be issued. If the trip/activity occurs as scheduled, no refunds will be available.

MEDICATIONS/MEDICAL DEVICES

Participants must be able to attend to their personal care needs, self-administer medication and operate personal medical devices. Participants are responsible for insuring they have sufficient medications or medical device supplies (where applicable) to cover no less than 150% of the expected maximum length of a trip.

PARKING: The Department is not responsible for vehicles parked on City or other property.

PERSONAL ITEMS: Each participant is responsible for his/her own personal property. The Department is not responsible for any lost or stolen property.

PUNCTUALITY: Participants are expected to be ready to leave at the departure times established by the Department, their employees or designated representative(s) for any trip/activity. In order to meet itinerary commitments, the Department will not delay, or have the ability to delay, transportation because a participant is late. Where a participant's tardiness causes the participant to become separated from the group, it will be the responsibility of the participant to locate and rejoin the group. Abuse of this policy may result in dismissal or registration denial from trip programs.

RELIGIOUS SERVICES: Transportation to and from religious services cannot be accommodated.

REST STOPS: It is common Department practice to stop every 2-3 hours for participants to refresh themselves. Location of the stop and length of the stop is at the discretion of the Department.

SEATING:

Single Day Trip/Activity: All seats are on a first-come-first-served basis throughout the trip. Participants may board the bus at the designated pick up points only. The Department reserves the right to implement a seat rotation on a single day trip/activity at the discretion of the staff or designated representative.

Extended/Overnight Tours: During extended/overnight motor coach tours (whether City or contracted vehicle), participants will rotate seats during the trip. Rotation times are at the discretion of Department staff or the designated representative(s). Participants will rotate two seats at a time. The door side of the bus will rotate back two seats and the driver side will rotate forward two seats each time seats are rotated.

Overhead bags will **not** rotate and will be left at the first day seat position for the duration of the trip. The bags location will be marked on the overhead bin. On the final rotation of the trip, participants will rotate back to their original seat position as marked on the overhead bins. This makes personal property readily accessible upon arrival in St. Charles.

Those who do not wish to rotate seats will be permanently seated in the rear of the bus beginning in the last row. Remaining group participants will rotate around them. The escort seat is excluded from the rotation.

SMOKING: All St. Charles City vehicles and contracted vehicles are non-smoking.

The St. Charles Parks and Recreation Board reserves the right to alter times, attractions or facilities listed on trip itineraries as necessary.

Park Board Approved – October 5, 2005; Revised May 7, 2008; Revised November 17, 2009.