

**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 Trips are planned and executed by Parks and Recreation Staff. To ensure these programs meet citizens' expectations, the following 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. To help us serve you better, if you have any dietary concerns, health or mobility issues please inform our Administration Office at the time of registration. For any questions please call the Parks and Recreation Office us at 636-949-3372.

**EXPECTATIONS:**

- When group activities are planned, 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. An exception would occur for the Adventure Tour series of trips or when "time on your own" is scheduled on the itinerary.
- 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.
- Participants are responsible for their personal safety when participating in trip outings.
- 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.

- Participants may not remain on the motor coach, or other method of group transportation, in lieu of attending events, tours or attractions unless prior arrangements are made and is approved by the Tour Escort.
- 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.
- 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.

**BUS TRAVEL:**

- **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 unless deemed unnecessary by the Trip Escort. Rotation times are at the discretion of Department staff or the designated representative(s). Participants will rotate two rows at a time. The door side of the bus will

rotate back two rows and the driver side will rotate forward two rows 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.
- 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.

#### **DEPOSITS/CANCELLATIONS:**

**One Day Trips:** A \$10 non refundable deposit must be received at the time of the reservation. Participants cancelling less than 14 days will not receive a refund. Participants cancelling more than 14 days prior to the trip will receive a refund minus the \$10 non-refundable deposit.

**Extended Trips:** A \$50 non refundable deposit must be received at time of the reservation. Refunds for cancellation will vary depending on amount expended by the Department for the vacancy created by the cancelling participant.

**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.

**PROHIBITIONS:** Firearms, knives, and smoking, including vapor or e-cigarettes, are prohibited on City or Coach Buses.

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; Revision December 21, 2016.*