



# TERMS OF SERVICE

## FOR ALL TRIPS INC.™ VACATION PACKAGES

### TRAVEL ELIGIBILITY, EXPECTATIONS AND BEHAVIORS

- Trips Inc.™ provides all-inclusive vacation packages for travelers 18 and older with intellectual and developmental disabilities.
- Travelers who are eligible to participate without a 1:1 personal care provider must be able to:
  - Travel in a small group responsibly with a supervision ratio of 1 chaperone per every 3 to 4 travelers.
  - Provide their own personal care independently or with verbal prompts only (chaperones cannot provide any hands on care).
  - Administer their own medication independently or under the supervision of a chaperone who can hand them their presorted medication.
  - Interact with other people in a considerate and respectful way.
  - Follow directions and cooperate with the tour group leaders and chaperones.
  - Be safe when unaccompanied during nights, rest periods, and/or traveling independently by air.
- Travelers who are eligible to participate with a 1:1 personal care provider must be able to:
  - Provide and pay for their own personal care provider to accompany and care for their personal needs on the trip. The cost for a personal care provider is the same as the all-inclusive package price for a traveler. Travelers and their care providers will be upgraded to a private room on most trips.
  - Interact with other people in a considerate and respectful way.
  - Follow directions and cooperate with the tour group leaders and chaperones through the assistance of their personal care provider.
- Trips Inc.™ may, at its discretion, determine at any time that a traveler lacks the physical or mental ability to safely participate on the trip and may terminate the traveler's participation in any individual activity or the entire trip. In the event that a traveler's participation on the trip is terminated due to illness, behavior, or other safety reasons, it is the sole responsibility of traveler's care provider or guardian to assume responsibility for traveler within 24 hours after being put on notice of traveler's termination from the trip. The care provider/guardian is responsible for arranging and bearing all expenses for alternate return travel, care and/or escort, lodging, or other necessary arrangements for traveler.

### SUPERVISION AND SUPPORT

- Trips Inc.™ vacations are staffed at a ratio of 1 chaperone per every 3 to 4 travelers at the travel destination. Chaperones can assist travelers with medications, spending money, and prompts for bathing, hygiene, dressing and using the restroom. No hands-on care is provided by Trips Inc.™ chaperones.
- Travelers who require a level of supervision/support greater than 1 to 3 or 4 while traveling, or who require hands-on personal care for hygiene or medical reasons, need to bring a personal care provider for their safety and well-being. It is the traveler's responsibility to provide and pay for their care provider to go on the trip. The cost for a personal care provider is the same as the all-inclusive package price for a traveler. Travelers and their care providers will be upgraded to a private room on most trips.
- Trips Inc.™ does not provide 24-hour assistance/supervision. While chaperones will be with the travelers the majority of the vacation and will be on-site at the lodging facility overnight, the chaperone may not be in your

traveler's room overnight or during rest breaks. Travelers needing 24-hour assistance/supervision will need to provide and pay for their own 1:1 personal care provider.

- Trips Inc.™ reserves the right to determine an appropriate staffing ratio for a traveler. If the necessary level of assistance is misrepresented on the traveler paperwork, the traveler may be turned away at check-in or sent home during a trip. This is to ensure the safety and trip enjoyment of the traveler and the group. Occasionally, individuals who do not require 1:1 support at home, do require 1:1 support while traveling due to frequent transitions, crowded spaces, unfamiliar places/activities and uncontrollable situations.
- Trips Inc.™ may at any time determine, at its sole discretion, to modify any or all activities necessary for the health and safety of any travelers.
- The responsibility of Trips Inc.™ for the traveler begins when the traveler and the chaperone meet for the vacation and ends when the traveler departs from the chaperone at the conclusion of the vacation. If the traveler is flying home alone, the responsibility of Trips Inc.™ terminates when the traveler is turned over to the airlines/transport company. Travelers may have to wait at their departing airline gates unattended by a Trips Inc.™ chaperone.

## **SLEEPING ARRANGEMENTS AND PERSONAL PRIVACY**

- Most Trips Inc.™ vacations are based on double or triple-occupancy rooms. Single rooms can be arranged for an additional fee.
- All travelers will have their own beds, unless sharing a bed is requested in writing ahead of time by their care providers or guardians.
- Travelers will only be placed in same-gender rooms with other travelers, unless otherwise arranged with guardian approval.
- Chaperones stay on-site at the lodging facility overnight, and may share a room with travelers in order to fill lodging rooms. It is not guaranteed that a chaperone will be in a room overnight or during rest breaks with travelers.
- Trips Inc.™ cannot guarantee 24-hour assistance. Travelers needing 24-hour assistance will need to provide and pay for their own 1:1 personal care provider.

## **AIR TRAVEL**

- **Starting May 7, 2025, all travelers flying within the United States will be required to have a valid Real ID-compliant identification card/driver's license, a state-issued enhanced driver's license (only available in some states), or a passport book/passport card. Travelers flying internationally are still required to have a valid passport book.**
- **No refund will be issued for any Trips Inc.™ travelers or 1:1 personal care providers that are denied boarding for failure to provide appropriate ID.**
- Roundtrip airfare is included in Trips Inc.™ package prices for all trips (except roadtrips) from Portland, Seattle, San Francisco, Sacramento, Denver, Phoenix, Los Angeles, and Salt Lake City for flights in the continental United States. For Hawaii, international destinations, and cruises, roundtrip airfare is included in the package price from Portland, Seattle, and San Francisco. For travelers flying from other cities, additional airfare costs may be applied. Roundtrip airfare is not included in the package price for our Oregon road trips. For travelers flying to Portland International Airport for a road trip, additional airfare costs will be applied.
- Trips Inc.™ will make all air transportation arrangements, however, chaperone accompaniment on flights and during transfers is only guaranteed from Portland, Oregon. For travelers flying from other cities, we will arrange to meet you at, or en route to, our final destination. Travelers flying independently may need to have their care provider/guardian obtain an airline gate assistance pass to walk travelers through airport security and directly to their flight departure gate. In order to obtain an airline gate assistance pass, caregivers/guardians must be able to present their government issued ID.
- As public carriers, the airlines are responsible for the safety of passengers traveling between cities and through airports. If the traveler is not with a Trips Inc.™ chaperone, they are under the purview of the airlines. To ensure passengers get to their connecting flights safely, airlines offer a "meet & assist" service to help passengers reach their connecting flight gate, however airline staff will not stay with the traveler and cannot provide any personal

care support. This is a free service provided by the airlines and will be set up by Trips Inc.™ when we make their flight arrangements.

- For travelers flying independently, Trips Inc.™ will make every effort to book a non-stop flight, however it is not guaranteed. If a direct/non-stop flight cannot be booked, Trips Inc.™ will request that the airlines provide “meet & assist” services to accompany the traveler to the connecting flight gate. Airline staff will not stay with the traveler and cannot provide any personal care support. The traveler must be able to fly on a plane and wait at the gate unaccompanied, and take care of their own personal needs including, but not limited to, using the restroom, purchasing food, and/or taking their medication as prescribed. A Trips Inc.™ chaperone will meet the traveler at their flight’s arrival gate at the final destination.
- The responsibility of Trips Inc.™ for the traveler begins when the traveler and the chaperone meet for the vacation and ends when the traveler departs from the chaperone at the conclusion of the vacation. If the traveler is traveling alone, the responsibility of Trips Inc.™ terminates when the traveler is turned over to the airlines/transport company.
- Travelers are required to pack their luggage as outlined in the [Airport Preparation Guide](#) to ensure their luggage meets airline requirements and their belongings are organized in a safe and effective manner for the trip.

## MEDICATIONS

- Trips Inc.™ staff and chaperones are not licensed medical professionals and not permitted to administer medications or exercise medical judgment with regards to medications or medical needs. Chaperones can hand travelers their medications and supervise them as they administer their own medication, in accordance with the written instructions provided by the traveler, or their legal guardian.
- Traveler is responsible for bringing, and taking, all necessary medications, including emergency medications in an organized manner, and for providing accurate instructions for timing, dosage, and instructions.
- Medications that will be taken by the traveler while on the trip must be packaged as outlined in the [Medication Policy](#). Note, it is critical that all daily pills must be presorted for each day/time into the med envelopes provided by Trips Inc.™. Any traveler who arrives with medication not packaged in accordance with our [Medication Policy](#) may be sent home.
- Trips Inc.™ has routine administration times of regularly scheduled meds at approximately 8 AM, 12 PM, 5PM, and 9 PM, unless specified otherwise. Trips Inc.™ chaperones are not medical professionals and can only assist travelers with taking the meds as per the presorted med envelopes provided.
- If a traveler is completely independent with the administration of their own medications, they may bring the medications in the manner that works best for them. Travelers that are independent with their medications must be able to manage all aspects of their medications without assistance or supervision, and be able to safely store their medications to prevent them from being lost or stolen.
- Trips Inc.™ is not responsible for any medications that need to be taken on travel days prior to meeting a Trips Inc.™ chaperone. Travelers flying alone must be able to administer their own medications if necessary while flying.
- If your traveler is a diabetic, please note that Trips Inc.™ does not provide any hands-on care with injections, test strips or monitoring blood sugar levels. Travelers must hold their own diabetic equipment and supplies.

## MEDICAL EVENTS

- In the event of an emergency or significant medical event, Trips Inc.™ staff or chaperones, may seek medical treatment for the travelers if determined necessary by their discretion, including emergency medical services. Trips Inc.™ cannot assume responsibility for any medical expenses that may occur if medical care must be sought.
- If a traveler needs to be hospitalized for any reason during a trip, Trips Inc.™ will do its best to monitor the situation and well-being of the traveler but will not provide a staff to stay with the traveler after being admitted. After being admitted to the hospital, all communication with the attending medical staff will be the responsibility of the traveler and/or their caregiver/guardian.
- If the traveler is unable to make the scheduled return flight as a result of the medical situation, it will be the responsibility of the guardian/care provider to ensure the traveler get’s home safely. A Trips Inc.™ staff will not

be able to stay behind to supervise them. Additional costs incurred as a result of missing a scheduled flight will be the responsibility of the traveler.

## WHEELCHAIR USE AND SUPPORTS

- Trips Inc.™ offers several wheelchair accessible vacations, some of which have lift vans available. Please see the symbols next to the vacation descriptions to learn which vacations are accessible.
- If the traveler needs a wheelchair to keep up with the group, Trips Inc.™ can provide a chaperone support to push them at an additional cost.
- Trips Inc.™ does not provide wheelchairs for travelers. Any traveler who requires a wheelchair must bring their own wheelchair. If a manual wheelchair is required, it must be collapsible for travel purposes. Travelers who require a wheelchair but are not sent with one may be sent home and no refund will be issued.

## MEALS

- Trips Inc.™ provides all meals (breakfasts, lunches, and dinners) while at the destination. Included meals typically begin with dinner on the first night and are provided through breakfast on the final day.
- Travelers may choose to purchase snacks and specialty drinks at their own expense.
- Travelers will need to send additional money for any meals required on the two airport travel days, as the package price does not include airport meals or meals on the plane.

## MONEY

- Trips Inc.™ vacation packages cover the costs of all accommodations, transportation, meals, activities and entertainment. Travelers are required to bring their own additional money for the following purposes:
  - Spending money for purchasing souvenirs and/or additional specialty food and beverage items
  - Money to cover airline checked baggage fees to/from destination
  - Lunch money for travel days flying to destination or home from the destination
- The traveler's money for the purposes listed above must be prepared for the trip as outlined in the [Money Policy](#).
- A Trips Inc.™ chaperone will hold the traveler's spending money if it is indicated as a needed support on the traveler's profile. A Trips Inc.™ chaperone will collect the spending money at the meeting point.
- If a Trips Inc. chaperone holds the traveler's spending money, the chaperones will obtain receipts for all purchases at the destination. Some vendors do not provide register or official written receipts. In this case, we will issue a Trips Inc.™ paid out slip. If we give the traveler small amounts of cash to handle, we will issue a Trips Inc.™ paid out slip. Receipts are not collected for baggage fees or airport lunches.

## ALCOHOL, SMOKING, ILLEGAL SUBSTANCES AND GAMBLING

- **ALCOHOL:** Trips Inc.™ will allow a limited amount of alcohol use by travelers if their paperwork indicates it is allowed for them. It is the responsibility of the caregiver/guardian to ensure that if consent is given, the alcohol will not negatively mix with the traveler's medications. Alcoholic beverages must be paid for by the traveler.
- **SMOKING:** Trips Inc.™ will allow smoking by the traveler if their paperwork indicates it is allowed for them. Travelers that smoke are expected to follow all smoking rules at the particular location. Travelers who smoke must alert their chaperone if they need to leave the area to smoke. Trips Inc.™ reserves the right to deny a traveler the right to smoke if it is not convenient and/or it presents a safety/health risk to other travelers.
- **ILLEGAL SUBSTANCES:** Trips Inc.™ does not permit the use of any illegal substances by travelers or chaperones, even when in states that recognize "recreational" use of certain substances.
- **GAMBLING:** Trips Inc.™ will permit gambling by travelers but reserves the right to limit the amount of time a traveler spends gambling to ensure the trip is able to proceed as planned. Trips Inc.™ cannot be held liable for any losses or be responsible for the amount spent on gambling. Staff members will provide reasonable support as needed.

- Trips Inc.™ staff, chaperones, and 1:1 personal care providers are required to be alcohol and drug free at all times while on the trip.

## PAYMENT/DEPOSIT

- Trips Inc.™ accepts Visa, MasterCard and American Express (+3% credit card bank fee) or a personal check, cashiers check, or money order.
- Domestic trips require a deposit of \$800 with full payment due 90 days before departure. International, cruises, and Hawaii trips require a deposit of \$1,200 with full payment due 120 days before departure.

## REFUND POLICY

- All cancellations and changes must be in writing and will be calculated as of the date they are received.
- Trips Inc.™ reserves the right to cancel reservations and apply the cancellation penalties if full payment is not paid by the final payment due date and/or if the traveler’s required paperwork is not complete or received.
- No refunds will be issued for cancellations, changes, or delays due to weather, government-issued travel restrictions, transport delays or cancellations, Acts of God, strikes, civil disturbance, pandemics, or other reasons outside the control of Trips Inc.™.
- Change and cancellation penalties will apply if changes or cancellations are required due to actions of the traveler, including but not limited to being refused boarding by airline for any reason, failing to have proper identification required for travel, or inaccurate disclosure of pertinent information related to the support needs of the traveler.
- If the traveler misses the planned vacation departure, the traveler will be considered a “no-show” and no refund will be issued.

Travel in the Continental U.S.	International, Cruises, Hawaii	Change and Cancellation Charges
Up to 90 Days Prior to Departure	Up to 120 Days Prior to Departure	\$150 + any pre-purchased expenses
89-61 Days Prior to Departure	119-91 Days Prior to Departure	Full deposit + any pre-purchased expenses
60 Days Prior to Departure	90 Days Prior to Departure	100% of Package Price (i.e., no refund)

## INCIDENTAL OR OTHER CHARGES

- Travelers are responsible for any additional, unanticipated charges incurred by Trips Inc.™ on the traveler’s behalf, including but not limited to long-distance phone charges, pay-TV charges, airline or transport charges for special assistance or excess baggage, unscheduled drop-off charges, toiletry, clothing, or medical charges, or extra lodging or meal charges caused by public transport delays or weather. These charges will be invoiced to the traveler after the fact and must be paid within 20 days.

## TRAVEL INSURANCE

- Trips Inc.™ strongly encourages all travelers to purchase separate travel insurance to help prevent or limit financial losses for the traveler due to any unexpected issues that may arise (including COVID) which result in Trips Inc.™ change or cancellation charges.
- Travel Insurance will be required for all international trips starting in 2023.