

## MIDDLETOWN TOWNSHIP PARKS & RECREATION - TRIP POLICY

**A day trip reservation is made only upon payment in full.** When payment is received, a confirmation will be given/emailed/mailed. When paying by mail, make check payable to “**Middletown Township**” and send to: **Middletown Township, Parks & Recreation Department, 27 N Pennell Rd., Media, PA 19063.** Be sure to include first & last name, address, telephone number, and email and names of anyone travelling with you. Credit Card payments are accepted either by creating your own account and paying online or by phone. \*There is a non-refundable 3% finance charge on all transactions. When applicable, please inform us of meal choices for all registered individuals.

Note: The Middletown Township Municipal Building is our point of departure for day trips.

Reservations are NOT accepted by telephone. Seat availability changes on a constant basis and the department cannot determine when or if a trip will sell out. There is no guarantee of a seat until payment is received. See “Wait List Policy” below.

**TRAVELER CANCELLATIONS/NO SHOWS:** No refund will be issued if you fail to show up on the day of the trip, miss the bus, or cancel in advance and do not find someone to fill in your seat. If you find a replacement for yourself on a day trip, contact us with the name of the person and his/her phone number. The Township does not get involved with any exchange of money in this instance. If the Recreation Department is given adequate notice and is able to sell your seat, you will be issued a refund less a processing fee. The processing fee for cancellation of any day trip is \$20 per person/per day trip. The refund check will be issued approximately twenty (20) days after the trip.

**WAIT LIST POLICY:** When a trip is sold out, you may have your name placed on a “Wait List.” THE RECREATION DEPARTMENT IS NOT OBLIGATED TO ORDER ADDITIONAL COACHES. You will be notified of a vacancy in the order in which your name falls on the “Wait List.” The Department cannot foresee if, or when, there will be a vacancy.

**TOWNSHIP TRIP CANCELLATION POLICY:** The Recreation Department reserves the right to cancel any trip due to lack of participation or extreme weather conditions, in which case you will be issued a full refund. If a trip is postponed, you will be given first refusal for the new date, and if you are unable to go on this trip, a full refund will be issued. Your payment will not be refunded, however, if the trip is still taking place and you decide not to go on the trip due to inclement weather. The Recreation Department establishes a maximum and minimum number of participants for each trip. Day trips are based on approximately 40 travelers per trip. Longer trips are based on approximately 35/40 travelers per trip unless stated otherwise on the flyer.

**GENERAL INFORMATION:** A Middletown Township Tour Escort will be provided on all day trips. The driver’s tip is included in the cost of all day trips. Please adhere carefully to trip registration cut-off dates. In general, some trips can be closed 10-12 days out.

**SMOKING/TOBACCO USE IS PROHIBITED ON COACHES:** Middletown Township is not responsible for lost, stolen, or damaged items or items left on the motor coach.

**Itinerary:** Please keep in mind that times indicated are approximate and the itinerary timing schedule is subject to change for the enhancement of the program. Itinerary timing may also fluctuate depending upon weather and other pertinent conditions.

Middletown Township acts only as an agent in arranging trips. It assumes no liability and cannot be held responsible for deficiencies in performance on the part of any tour features or restaurants. The Township further reserves the right to change the itinerary and substitute arrangements if, in the opinion of its employees, circumstances warrant a change. Further, the Township reserves the right to accept, decline or refuse to retain any tour member at any time.

**The Parks & Recreation Department will endeavor to send out reminder emails or make reminder calls for our day trips, but this service is not guaranteed.**

THE USE OF CELL PHONES ON THE MOTORCOACH IS STRICTLY PROHIBITED FOR ALL DAY TRIPS, AS IT CAN BE A DISTRACTION TO THE DRIVER AS WELL AS A DISTURBANCE TO OTHER PASSENGERS.

As a passenger on Middletown Township trips, you agree to indemnify Middletown Township and save them harmless from and against any and all claims, damages, actions, liability and expense in connection with loss of life, personal injury and/or damage to property arising from or out of the occupancy or use by you of the premises or any part thereof or any other part of Middletown Township.

NOTE: Middletown Township is not responsible for any typographical errors. APRIL 2024