

## HIWC TRIP POLICY

Each club-sponsored trip should be self sufficient, and transportation and other costs will be determined on that basis. A minimum number of 25 full paying passengers is a requirement on all bus trips. On overnight trips hotel prices are per person, double occupancy. Bus Seats are not assigned until full payment is received.

**Reservations/Bookings.** A 25% deposit of the total individual trip cost is required to reserve a space on a trip. Cash, personal checks and electronic bank transfers will be accepted. Guests must pay the cost of membership dues above the standard trip fee. Club members will have priority for sign ups over reciprocal members only during initial sign up night. All payments will be in Euro. All trips have a deadline for full payment. Children up to 12 years are required to pay 50% of the transportation cost plus the cost of start cards, entrance/tour guide fees, hotel costs as required.

**Cancellations.** HIWC reserves the right to cancel any trip by 1600 hrs, the last workday prior to the trip. If there are less than 25 full paying passengers signed for the trip by the closing date HIWC reserves the right to cancel the trip. If HIWC cancels the trip a complete refund will be issued to the customers.

The following conditions will apply when passengers cancel their reservation:

- The Trip Captain or Activities Chair must receive cancellations before the closing date of the trip to receive a full refund.
- Cancellations later than the closing date and 10 working days prior to the trip will forfeit 50% of the trip cost.
- For cancellations less than 10 working days to the trip the full amount is forfeited.

Exceptions to this provision will be determined by the Executive Council upon receipt of a written request for refund and will not be made without due cause (i.e. TDY orders, Proof of Illness etc.) Refunds will be made by the Treasurer. No refunds for no-shows.

**Trip Captain.** The Trip Captain is fully in charge of the trip, and all participants must abide by his/her instructions. The Trip Captain may adjust seating as required. Individuals under the age of 18 are not allowed on trips without adult supervision. Smoking is prohibited on the bus. Pets are not permitted on HIWC bus trips.

**International Borders.** Passengers are responsible for bringing a valid passport or valid border crossing documents when a tour is crossing into another country. If a passenger does not have the proper border documentation, the individual may not be able to continue on the tour and must remain at the border or make his or her own way home. Passengers are also responsible for bringing an adequate supply of local currency.

**Car Seats.** Any child that is required to be in a car seat by German law must also have a car seat on the bus.

**Pick Up Point.** The pick up point for HIWC trips is the Park and Ride area outside of the commissary gate at PHV, Heidelberg.

This policy applies to all HIWC sponsored bus trips.