

TRIP PLANNING GUIDELINES

Major Questions to Ask for a Successful Trip

When making reservations, always give information/history about the group; for example, the average age of the group, discuss hearing and visual limitations, etc., etc. Ask for solutions for the needs of your particular group. Ask these questions at each and every place the group is going on their trip.

Important: Always ask for the very best accommodations for the group.

1. Where does the bus drop/pick up the group?
 - a. Is it close to the entrance?
2. Where does the bus park?
 - a. Are there parking fees?
3. How much walking is required?
 - a. Is the surface flat?
 - b. Exactly what is the walking surface: paved, gravel, dirt, grass, etc.?
4. Is the event, activity, entertainment on the first floor? If not, what floor?
 - a. How many steps?
 - i. Handrails?
 - b. Elevators
 - c. Escalators
5. Is there a place to sit down and rest?
 - a. If someone doesn't wish to take the tour, is there a place for them to wait for the group?
6. How many rest rooms are available? How far are these rest rooms from where we will be seated?
7. What is the duration of the entertainment, tour, activity or event?
 - a. When do the doors open?
 - b. How early should we arrive?
 - c. Is anything included, like refreshments?
8. Will you receive a written confirmation?
9. Will anyone meet us? If so, get the name.
10. Will we have reserved seating?
11. Will our group be seated first?
12. Do they give a "welcoming announcement?"
For example, "...and we especially want to welcome the group from the May Community Center in Huffman!" This is important to give the group recognition.
13. Is there something special to see or do while we are there: A "don't miss" event?
14. Is there a no smoking area?
15. Will the location have a view?

16. What time should we expect to depart/return?
17. Is there any "free" time to explore shop, eat, etc?
18. What happens if it rains?
 - a. Will the event be cancelled, rescheduled?
 - b. Is there a canopy for a "dry" drop and pick up?
 - c. What is the floor space?
 - d. Will it be slippery?
19. Are some areas better lighted? Ask for well lighted accommodations.
20. Always, always, get the name of the person who made the reservations and include the date.

Reservations...and the Money (!)

1. What are the fees, charges, etc?
 - a. Any special or extra charges not included?
2. Is there a senior adult discount?
3. When is the money due?
 - a. Is a deposit necessary to hold the tickets, reservations, etc?
 - b. When is the final payment due?
4. How should the check be made out?
 - a. Will they accept a personal check?
 - b. Do they need only one check?
 - c. To whom and where do you send the money?
5. Are there free tickets, meals, parking, etc.?

For example, one free for 10 full paying; or one free for 15 full paying; bus drivers, trip coordinators meals?) Always ask!! It's very important to ask since it can save the group money.
6. Will they provide individual checks for meals?
 - a. How much is the tax?
 - b. Will the gratuity be included?
7. If there is a guide, is there a charge/fee/gratuity?
8. What is the cancellation or refund policy?
9. Always, always, get the name of the individual who made the reservations and the date.