Know Before You Go

Knowing what to expect helps support the group to help everyone enjoy the activity or trip. We are an active adult center for those 50+. You must be independent in order to participate. Please familiarize yourself with the following policies regarding registration and cancellation.

TRIP REGISTRATION

-Ticketed items must be paid on processing day.
-No credits are issued for cancellations made the day of or the day before an activity. 2 business days are required for credit on your account.
-Ticketed events will not be refunded, regardless of the waitlist list status.
-No Show, No Credit. If you have 3 no shows, we will suspend your signup activity for the following month after you are notified.
-We encourage you to get on the waitlist if the trip is full. We often have cancellations which allow you to attend the event.
-If you have any mobile-assist devices, such as a wheelchair, walker or oxygen tank, please let us know in advance when registering for the trip.

CANCELLATION POLICY

If you sign up for an activity and find you are unable to participate, please call the front desk. No credits are issued for cancellations made the day of or the day before an activity. 2 business days are required for a credit. If you cancel before the deadline, notify the Senior Center during the business hours of 8:30 AM - 4:30 PM Monday-Friday, and we will issue you a credit. ****We do not refund ticketed events.**** Credits expire after one year. If a trip minimum # of participants is not met, it is subject to being cancelled; in which case you will be given a credit.

TRIP LEGEND

These are only guidelines. The staff will share as much information about the trip as possible. However, it is up to your discretion when making the decision.

- **Young at Hearts** - easy-going, board a bus, minimal walking, intermittent seating
- **Ramblers** - pleasant, walking up to a couple of blocks, climb short flight of stairs, stand at least 30 minutes at a time
- **The Geri-Actives** - moderate, possible incline and/or altitude, may not provide easy access for canes, walkers, or wheelchairs
- **The Go Go's** - extreme, many stairs and/or incline, high altitude.

Please see a staff member if you need help deciding if an activity is right for you.

DOLLAR SIGN LEGEND

The dollar signs on the calendar represent the average price of the entrée at the restaurant when you will be paying for a meal there.

$ = Under $15 $$ = $16-$35 $$$ = $36-$50 $$$$ = $50+

This does NOT represent the Activity Fee you pay at sign-up. You are responsible for your own meal at the restaurant unless otherwise stated in the description of the activity on Pages 14-15.You're encouraged to research the restaurant and venue. Read the entire description in the newsletter. Look at menus and costs online before agreeing to go.

GETTING THERE

You must arrive at the Center least 15 minutes prior to departure time.
Valuables left in your car in the parking lot are at your own risk.
Check in at the kiosk in the lobby and then with the host of your trip.
Please talk to the staff or your host about any special accommodations that you may need, such as extra time to board the bus.
Neither food nor drink are permitted on the bus. Water bottles with a secure lid are ok. You can stow away contained snacks in your bag/purse/backpack.

TRIP ETTIQUETE

Please refrain from talking to the driver. If you have any concerns or questions, you can discuss them with the host of the trip.
We ask that you avoid cologne/perfume use.
Dress for varying weather conditions as specified in the description in the newsletter.
All behavior must fall under the Castle Rock Senior Activity Center's "Code of Conduct". Using cross language/behavior will forfeit trip participation.
Please stay with the group at all times. Do not venture off on your own. You must return back to CRSAC following an activity.
All incidents (injuries, etc.) must be reported to the host.
If we cancel the trip due to weather, you will be credited back your fees. Please call 303-688-9498 the morning of the trip should the weather be questionable.
No pets allowed. Only certified service animals are allowed (no therapy/comfort animals).
Your behavior is representative of the Center. Please act accordingly.