Ventures Travel Policies and Procedures

REGISTRATION
All travelers must complete a Ventures Travel application and submit a non-refundable deposit. The application is used to evaluate and prepare for applicant’s personal care and health needs; to determine abilities and needs for supervision. Application accepted by mail, email or fax.

Travelers are not confirmed on a vacation until the deposit is received. Once the application and deposit are received, a confirmation packet will be sent to the traveler. In some cases, additional screening of an application may be necessary to determine appropriate care level before a confirmation packet is sent. Missing or inaccurate information on the application resulting in the need for additional staffing or care may affect the traveler’s ability to remain on the vacation. In this case, travelers may be sent home at their own expense and any additional charges incurred will be the responsibility of the traveler.

Additional paperwork will be sent in the confirmation packet. Travelers are required to return this paperwork, along with a physical from the previous 24 months and a guardian release signatures (which are also valid for 24 months.) These items are required before trip departure. Vacation availability is limited. If a vacation has reached its capacity, an additional group may be added to meet the interest. In rare instances, vacations may be cancelled due to low registration.

FEES AND PAYMENT
Fees vary with each vacation and cover the costs for lodging, all meals, attractions, travel staff, luggage fees and transportation. Variations in price reflect length of stay, mode of travel, and season. Travelers need to bring spending money for desired souvenirs and snacks. Please refer to specific vacation descriptions for details.
The trip deposit is applied toward the cost of the vacation.

FLIGHT, CRUISE AND RAIL VACATION REQUIREMENTS*
- Non-refundable deposit of $500 is due with application.
- 50% of total vacation cost must be paid 90 days prior to the departure date of the vacation.
- Cancellation prior to the 90-day deadline will result in a transfer of all funds paid to any other vacation, or a refund of funds paid minus the non-refundable deposit.
- Cancellations within 90 days will result in forfeiture of 50% of the cost and non-refundable deposit.
- Cancellations within a week of the departure date will result in forfeiture of 50% of the cost, pre-purchased expenses, and non-refundable deposit.
- If traveler does not show up on the day of departure, refuses to board, or is denied departure by Ventures Travel staff, no refund will be issued.

*Some other vacations specified on the schedule, even though they travel by van, may also adhere to this requirement due to the nature of the attractions or destinations. These will be noted on the schedule.

VAN VACATIONS AND GETAWAY VACATION REQUIREMENTS
- Non-refundable deposit of $300 is due with application.
- 50% of total vacation cost must be paid 60 days prior to the departure date of the vacation.
- Cancellation prior to the 60-day deadline will result in a transfer of all funds paid to any other vacation, or a refund of funds paid minus the non-refundable deposit.
- Cancellations within 60 days will result in forfeiture of 50% of the cost and non-refundable deposit.
- Cancellations within a week of the departure date will result in forfeiture of 50% of the cost, pre-purchased expenses, and non-refundable deposit.
- If traveler does not show up on the day of departure, refuses to board, or is denied departure by Ventures Travel staff, no refund will be issued.
Fees may be paid by check or money order made payable to Ventures Travel LLC, online through PayPal on our website, or by American Express, VISA, Master Card or Discover over the phone. Any balance due once the vacation is completed must be paid within 6 months of return. Ventures Travel offers no-interest monthly payments; minimum monthly payment is $100.

REFUNDS AND CANCELLATIONS
Vacations which require pre-paid purchases (airline tickets, hotel rooms, etc.) have strict cancellation policies set by airline, cruise or train companies. Ventures Travel has no control over these penalties; therefore our cancellation policies must reflect their restrictive guidelines.

Travelers are responsible for additional expenses incurred on their behalf during a vacation including but not limited to: property damage, overweight or excess luggage, pay-per-view television charges, phone charges, prescription re-fills, personal care items, equipment rentals, and travel expenses related to travel disruption or delay.

CONDITIONS BEYOND OUR CONTROL
Airline and rail services adjust their schedules for many reasons. When this occurs, Ventures Travel reserves the right to adjust your itinerary accordingly and will notify you as soon as possible. Prices for trips which include travel by air or train are based on capacity controlled costs. In the event that we are unable to secure seats due to conditions beyond our control, such as strikes, schedule or regulation changes, we reserve the right to contact each guest to pay an additional fare or notify of a schedule change. Trips may be cancelled due to low registrations. Ventures Travel will provide a full refund if this occurs or transfer any fees paid to the vacation of your choice.

VACATION CHECK-IN AND CHECK-OUT
FLIGHT VACATIONS:
All flight vacation with Ventures Travel depart from and return to Minneapolis/ St. Paul International Airport unless otherwise notified. Travelers are required to meet and check-in with Ventures Travel staff at a designated location within the airport (This location is specified in pre-trip itinerary). Travelers and care providers are responsible for the information provided them in the pre-trip paperwork regarding current airline and FAA requirements for checked and carry-on luggage. Ventures Travel is not responsible for items confiscated or denied passage through security. All travelers must have a current, government-issued photo ID to board a plane. Travelers attending a cruise vacation must have a current US Passport in order to check-in. Ventures Travel is not responsible for fees incurred, and will not issue a refund for, travelers denied boarding or check-in for a vacation due to lack of proper ID.

VAN VACATIONS
All van vacations with Ventures Travel originate from our metro check-in office in Plymouth unless otherwise specified in pre-trip paperwork. Travelers are responsible for transportation to and from the check-in location. If a traveler lives along the route of travel on the vacation, arrangements may be made to meet the traveler along the way.

RAIL VACATIONS
All rail vacations check-in the night before departure at a local hotel specified on the pre-trip paperwork. Travelers are responsible for transportation to and from vacation check-in and check-out. All travelers must have a current, government issued photo ID to board a train. Ventures Travel is not responsible for fees incurred, and will not issue a refund for, travelers denied boarding or check-in for a vacation due to lack of proper ID.

OTHER INFORMATION
Travelers originating from different points and joining a vacation at the designated check-in location, or at the vacation destination are responsible for any costs associated with the additional travel. Ventures Travel staff will meet travelers at their arrival gate in Minneapolis, or the final destination, and accompany them to their departure gate on their return flight if travel has been arranged through Ventures Travel. Ventures Travel is not responsible for travelers in flight, or in layover cities when not accompanied by a VT staff.
Travelers not checking in at the designated starting point of a vacation will be responsible to complete a phone check-in process with the Ventures Travel office staff before the day of departure. Travelers not having completed this process may not be able to participate in the vacation. Travelers who are not met within 30 minutes of designated check-out time will be assessed a fee of $25 for every half hour a Ventures Travel staff must wait with the traveler. Ventures Travel will not leave a traveler alone to wait for their care provider. Travelers who are late to check-in will be considered a no-show, and no refund will be given.

**MEDICAL**
**MEDICATIONS**
Traveler’s medications must arrive in prescription-labeled packages (i.e. pill bottles from the pharmacy, bubble packs, pre-set opus packs) Vitamins and other supplements may come in the original store container as long as directions and doses are clearly legible and identified. Medications should not be pre-packaged into envelopes. Medications may be set up into a weekly med-set or pill reminder, but must be accompanied by a sample pill in the original prescription-labeled container for comparison. Ventures Travel will not administer medications that are not identified. All comfort/PRN meds must be checked in with our nurse or travel staff. Travelers must include one extra dose of all medications in case of emergency. Travelers are allowed to set up and administer their own medications with guardian approval; however medications must still be checked in with Ventures Travel staff or nurse. Travelers requiring injections (with the exception of an emergency epi-pen) must be able to give the injection independently. Exceptions may be made if a trained medical professional is along on the vacation.

**MEDICAL PROTOCOLS**
Written protocols for seizures, respiratory devices, diabetes, adaptive equipment and medical devices must be submitted to Ventures Travel prior to the vacation. Missing or excluded information or misinformation may result in the necessity for the traveler to return home for safety reasons. Expenses related to the early departure of a traveler are the sole responsibility of the traveler.

**SPECIALIZED CARE NEEDS**
Travelers requiring specialized cares including, but not limited to “ostomy” or “ileo” type appliances, full-support or 2 person transfers, highly modified or monitored diets, behavioral concerns or wheelchair usage may be asked to pay an additional fee for added or specialized staffing from Ventures Travel, or to bring along their own PCA at a reduced rate.

**EMERGENCY MEDICAL CARE AND HOSPITALIZATION**
If a traveler requires emergency medical care while on vacation a Ventures Travel staff will remain at the hospital with the traveler if possible. If the traveler will be admitted to the hospital care-provider or guardian will be required to provide a staff person to stay with the traveler in the hospital. If the traveler will not be able to return home with the group, it is the responsibility of the care provider to send a representative to the hospital to stay with the traveler and accompany them home when they are able to return. Additional expenses incurred in this situation, including but not limited to: staff time, food, airfare, lodging, car rental, medications and change fees are the responsibility of the traveler.

**ALCOHOL**
Travelers may consume alcoholic beverages if they are over the legal age limit AND have guardian approval. The traveler’s application must give permission for the traveler to consume alcohol, and specify number of servings. The cost of alcoholic beverages is the responsibility of the traveler. “Virgin” drinks may be purchased also, at the cost of the traveler. Travelers found consuming alcohol without permission may be sent home from the vacation at their own cost. Ventures Travel staff are not allowed to consume alcohol at any time during a vacation.

**SMOKING**
Travelers will be allowed to smoke tobacco products on vacation in designated areas, and following all guidelines. Travelers may only smoke in designated areas. Travelers are not permitted to smoke in vehicles or lodging. Ventures Travel uses only smoke-free hotel rooms and vacation homes. Travelers wishing to smoke must notify staff, and smoke in an approved location, away from the group. Travelers must bring or purchase cigarettes they will need; Ventures Travel will not purchase tobacco products for travelers.
PERSONAL ENTERTAINMENT DEVICES AND CELL PHONES
Travelers are allowed to bring personal entertainment devices, such as gaming devices, MP3 players, CD players, Personal DVD players and cell phones as long as they follow the guidelines set forth by Ventures Travel. Device usage is generally allowed while in planes, trains and vehicles on travel days as long as the volume is kept to an acceptable level and does not disturb others. On sightseeing days, these devices will be left at the hotel or vacation home. Cell phones may be used in the mornings before departing accommodations, and after returning for the evening. Travelers are responsible for bringing the proper chargers and batteries for such devices and phones. If usage of a cell phone becomes a distraction or obsessive, the traveler may be sent home at their own expense. Ventures Travel is not responsible for damage or loss of these devices while on vacation.

SOCIAL INTERACTION AND BEHAVIOR
Travelers are required to display appropriate social interaction and behavior. Travelers displaying physical aggression, excessive self injurious behavior, endangerment of self or others, intentional elopement, or other behaviors that are persistent, not easily redirected and/or are a hindrance to the group experience, may be sent home at their own expense. If the traveler must be accompanied home due to behavioral concerns, it is the sole responsibility of the care provider or guardian to provide a support person to travel to the destination and accompany the traveler home. All expenses associated with the traveler leaving early are the sole responsibility of the traveler. Ventures Travel reserves the right to send a traveler home at their own expense if it is found that the application information was incomplete, not thorough, or misrepresented the social interaction and behavioral concerns of the traveler.