Types of Trips Policy and Procedures

Flying Trips: Goodwill group will gather at a designated meeting place at Goodwill. Travelers will be notified of the meeting place well in advance of the trip.

Driving Trips: All trips leave from Goodwill in Columbus, Ohio. Travelers, their guardians or care providers are responsible for transportation to and from Goodwill both before and after trips.

Cruises/International Travel: Travelers must have a valid passport in order to board a cruise ship or leave the country. Cruise vacations may require arriving at the destination city a day earlier than the cruise departure day to ensure arrival at the dock on time. Flying policy also pertains to cruise and international vacations.
Goodwill Columbus
1331 Edghill Rd
Columbus, OH 43212

TRAVEL ELIGIBILITY

POLICY AND PROCEDURES

Goodwill trips are open to individuals 18 and older. Other eligibility consideration includes, but is not limited to:

- Ability to travel at a 1:4 staff/traveler ratio or greater. SRES Manager may consider more travelers per staff depending on the traveler’s abilities.
- Travelers needing more than a 1:4 staff/traveler ratio are still eligible to travel but are subject to increased prices to cover extra staff costs.
- Ability to demonstrate proper social behavior
- Ability to be cooperative, courteous, and considerate of others on the trip
- Ability to abide by rules, regulations, and policies at attractions and facilities at destinations, and required by Goodwill

Goodwill reserves the right to determine a traveler’s eligibility for participation on a trip. Travelers who require added assistance, or do not fit Goodwill eligibility requirements, may provide their own personal assistant at discounted travel rate, or may pay a higher fee for extra staffing, if available and approved by Goodwill. Travelers needing accessible transportation, wheelchair rental, or additional personal care support should call us before booking a trip (fees may apply).

Goodwill trips are wheelchair accessible unless otherwise specified. Space for people using wheelchairs is limited and added staffing may be necessary. Please call before booking to ensure space is available, and to determine the amount of assistance necessary.

Please note: Personal care assistants (PCA) may travel at a discounted rate.
CANCELLATION, REFUND AND CHANGES POLICY AND PROCEDURE

All cancellation and changes by the participant must be in writing (e-mails, letter or fax) Goodwill may cancel a participant's registration in accordance with the Registration and Travel Policy.

Cancellation of a trip over $1000: 75 days or more before departure: Refund of fees paid, less a $150 processing fee and any pre-purchased items pertaining to the vacation package.

74-46 days before departure: Refund of fees paid, less the deposit paid and any pre-purchased items pertaining to the vacation package.

45 days or less before departure: No refund of fees paid.

Cancellation of all other trips:
45 days or more before departure: Refund of fee paid, less a $150 processing fee and any pre-purchased items pertaining to the vacation package.
45-31 days before departure: Refund of fees paid, less the deposit paid and any pre-purchased items pertaining to the vacation package.
30 days or less before departure: No refund of fees paid.

Changes: Penalties and additional fees may apply if changes to the airport or departure city are made after airline tickets are purchased.

Flight Cancellation/Delays: No refund will be made for flight cancellation or delays due to weather or any other circumstance. If a flight cancellation occurs, we will try to arrange an alternate meeting time, but cannot provide guarantee participation in the trip. IF an alternate meeting time is arranged, the participant is responsible for any extra costs that accrue, including hotel charges, airline fees for rescheduled flight, fees if a Goodwill team member needs to provide extra supervision at the destination, etc.
SUPERVISION AND SUPPORT POLICY AND PROCEDURE

Goodwill staff to traveler ratio is 1:4, meaning one travel staff member for four travelers. Travelers requiring more assistance must arrange (or have their guardian or care provider arrange) for more assistance prior to travel. Fees may apply if extra staffing is needed; or a traveler may choose to bring his/her own personal care attendant (PCA) at 75% of the package cost. Travelers requiring 1:1 assistance must be accompanied by a PCA. In some instances Goodwill may need to provide a greater ratio than 1:4, but will contact the necessary person in order to discuss the options of dropping from the vacation without penalty, or participating on the vacation with the new staff ratio. The aforementioned ratios apply once the traveler joins the Goodwill group at the designated meeting place for all travelers. These ratios are not valid for travel to/from the destination. Traveler’s baggage and personal effects are participants’ own responsibility at all times. Travelers requiring assistance getting to the destination’s meeting place must make arrangements, or have his/her guardian, or care provider make arrangements, prior to departure.

Goodwill does not guarantee 24-hour assistance or in-room staff. Staff will provide daily living assistance while in the community and at lodging facilities during normal awake hours. Goodwill staff will remain at lodging facilities overnight, and will share rooms with travelers, as needed, in order to fill lodging rooms. Rollaway beds will be used at when available. Travelers needing awake supervision of any kind must provide their own PCA. Requests for Goodwill staff to be in rooms with travelers will be honored on a first come, first served basis. Requests must be submitted, in writing, with registration forms. If Goodwill has no more availability of staff for travelers who request in-room supervision, travelers will have the option of providing their own PCA or withdrawing from the vacation. Required penalties and fees may apply. Requests to share a room or bed with another traveler (i.e. spouse, friend, etc.) must be made in writing and submitted with the registration forms. Guardian approval must be provided for travelers wishing to share a room and/or bed.

Goodwill responsibility for travelers begins once they join the Goodwill group of specified destinations/meeting places, and ends once travelers meet their departure carriers.

Goodwill is not responsible for damages caused by delays, cancellation, lack of supervision, or other occurrences while travelers are en route to meeting places or final destinations or while in the care of transportation carriers.
REGISTRATION AND TRAVEL POLICY AND PROCEDURE

Registration for a trip may be made via email or by mail. Deposits must be made at time of registration: $500 for domestic trips with full payment due 45 days before travel, and $800 for $1000 or over is due 75 days before travel. Short notice bookings (bookings made after the payment due date) must be paid in full at time of registration.

Once deposit is received, we will send you the necessary registration forms to fill out and return to us. Participants are not confirmed for a trip until full payment and registration forms are received. If the registration forms and the participant’s photo are not returned to us by the due date the participant may lose his or her spot on the trip and cancellation penalties will apply. If the participant information provided is inaccurate, fees may be applied for those needing higher staff ratio or the participant may be sent home from the trip at his or her expense with no refund. If a reservation is not paid in full or a payment plan is not set up by the due date, the participant may lose his or her spot on the trip and cancellation penalties will apply.

Fees include transportation to and from the destination*, one checked bag, all meals at the destination, admission to attraction listed in the travel package, lodging, transportation at destination, gratuities, staffing at 1:4 ratio.

*Our airport of choice is Columbus International Airport.

If a participant requires assistance with flying, arrangements need to be made ahead of time by either the participants or his/her guardian or care provider. Please call us if you need assistance. No refunds will be given if an airline determines that a participant is not able to travel independently.

We will make every effort to book only non-stop flight. If we are not able to book a non-stop flight, we will request that the airline provide assistance to accompany the participant from his/her first flight to the connecting flight. Airline staff will not stay with the participant unless arrangements are made with the airline ahead of time (a fee may apply); this needs to be set up in advance by either the participant or his/her guardian or care provider if flying separate from Goodwill staff. If you have any questions, please contact us.

*Please note that any agency registering four travelers for the same trip may send a staff member at no additional charge.

Participants will be billed for any post-trip charges that we may incur, including without limitation long distance phone charges, pay-TV charges, excess baggage charges, property damage, extra lodging or meal charges caused by any delays, and any items that need to be purchased on behalf of a participant.

No refunds will be issued if the participant:

- Is refused boarding due to lack of proper identification;
- Is refused boarding due to lack of proper planning/communication with the airline
- Refuses to board plane, cruise ship, or attend an event at the trip destinations; and
- Misses his or her flight or is otherwise delayed and is unable to join the trip. The participant is responsible for any charges that may accrue because of the above problems.
In offering this program, Goodwill does not control or guarantee the personnel, equipment, operations or performance of anyone furnishing accommodations, products or other services in connection with these travel arrangements. Therefore, Goodwill does not assume responsibility for injury, damage, expense, inconvenience or any other loss experienced to person or to property in connection with the products or services of such suppliers. The type of loss over which Goodwill has no control and for which Goodwill cannot be and is not responsible includes, without limitation: (i) any act or omission on the part of any supplier of products or services or other party who is not under the direct control of Goodwill; (ii) any defect or failure of any vehicle, equipment, product or service which is owned, operated or otherwise used by a supplier; (iii) any financial problems of a supplier which causes non-performance by that supplier; or (iv) any other cause, condition or event which is beyond the direct control of Goodwill.

During the program, participants may have the opportunity to participate in various optional activities, such as athletic activities or excursions. Goodwill does not control any of these activities and will not be and is not liable for any injury, damage, expense, accident, delay, inconvenience or other loss arising out of or relating to participation in such activities.
BEHAVIORAL SUPPORTS POLICY AND PROCEDURE

Goodwill requires all travelers to be free of aggression toward others. If a traveler becomes aggressive while on vacation, or if Goodwill determines a traveler’s needs behavioral/daily living needs, were misrepresented the traveler’s vacation may be terminated. The traveler will be responsible for any costs incurred (i.e. emergency transportation home, property damage, etc.). No refund will be given. Goodwill may utilize county, city, or state facilities and/or crisis units if the traveler is unable to arrange transportation. Such facilities may be used in cases of physical assault and/or endangerment to self or others, or if a traveler is asked to leave an attraction, airport, or other location during the vacation. If the aforementioned facilities are utilized, Goodwill will have fulfilled its contractual obligation and the traveler, or his/her guardian or care provider must make arrangements with the county, city or state facility for travel home. Goodwill will have fulfilled its contractual obligation in event of arrest, hospitalization, or other mishap resulting from a traveler’s behavior.

Goodwill and its staff members are not responsible for harm to travelers due to self-injurious behavior, loss or breakage of personal items, or property damage caused by a traveler’s behavior. Goodwill is not liable for a traveler’s voluntary depart from the group (elopement). Goodwill will report the elopement to police and guardian/social worker/contact person and will continue the vacation. Goodwill may not be able to reconnect with the traveler after the elopement. If so, Goodwill will have fulfilled its contractual obligation. It will be necessary for the traveler, or his/her guardian or care provider, to make arrangements with county, city or state officials for traveler’s transport home.

Goodwill will first attempt to follow the behavioral plan/guidelines provided.
GOODWILL
Columbus

Goodwill Columbus
1331 Edgehill Rd.
Columbus, OH 43212

AIRPORT

POLICY AND PROCEDURES

Travelers flying out of Columbus International Airport (CMH) will meet the Goodwill group at Goodwill or at a designated meeting place. Please call for details. Travelers, guardians, or care providers are responsible for transportation home from Goodwill. The designated party will meet the Goodwill group at a predetermined meeting place at Goodwill. If Goodwill staff needs to wait with a traveler longer than a half hour from arrival time, a fee of $50 per half hour will apply. Travelers who miss meeting the Goodwill group because of lateness will be considered no-shows and will not receive a refund.

All travelers are required to pack (liquids, etc.) according to TSA requirements (visit www.tsa.gov for the latest requirements), and travelers must be willing to pack any items acquired during travel in the same manner. Items acquired at the destination and not allowed on the plane will either be mailed, at the traveler’s expense, or left behind.

All travelers are to travel with one piece of checked luggage and one carry-on. Goodwill is not responsible for any items confiscated or not allowed on an airplane. Goodwill also reserves the right to turn away extra luggage at check-in. All travelers must have valid ID in order to board an airplane and a current passport for cruises and international travel (including Canada and Mexico).

Goodwill will not provide refunds for travelers denied passage, and travelers or their guardian/care providers will be responsible for any resulting charges and fees.
SPENDING MONEY POLICY AND PROCEDURES

Travelers may have Goodwill handle their spending money while on their chosen vacation. Travelers are responsible for their own funds prior to checking in with Goodwill staff at the beginning of the vacation. Travelers will need to bring the completed “Cash on Hand” form with the amount of spending money being handled by Goodwill at check-in. A Goodwill team member will confirm the amount before accepting responsibility of the funds. Goodwill team members will hold the funds for the traveler and will distribute money on the traveler’s behalf according to activities/purchases chosen by the traveler. Goodwill will record all transactions on the “Cash on Hand” form. When possible, Goodwill will acquire receipts for purchases made on the trip. Any purchases made where a receipt was not required will be listed in writing. Goodwill cannot be held responsible for any money-related issues including but not limited to: spending disputes, lost or stolen money, traveler behaviors related finances, etc. If a traveler asks to hold some of their money while on a trip, Goodwill will accommodate the request but cannot be held responsible for any issues that may arise, including but not limited to: overspending, lost or stolen money, or purchases made by the traveler. Goodwill will provide reasonable guidance for spending and types of purchases being made, but any spending limits, restrictions, or any other concerns need to be made in writing on the “Cash on Hand” form and presented to Goodwill team members at check-in. The traveler will make the final decision on how his/her money is spent. All money, receipts and “Cash on Hand” form will be given back to the traveler at the end of the trip. If the traveler is being picked up at the Columbus International Airport the person picking him/her up will need to confirm the amount and sign the “Cash on Hand” form. If a traveler is returning to another airport the form will be signed by two Goodwill team members (one as a witness) and a copy will be sent with the traveler.

Travelers handling their own funds while on the trip are fully responsible for their own funds before, during, and after the trip. Travelers are still required to bring the completed “Cash on Hand” form with the amount of money being carried by the traveler. A Goodwill team member will confirm the amount and then hand the funds back over to the traveler. Goodwill cannot be held responsible for any issues that may arise, including but not limited to: overspending, lost or stolen money, missing receipts, or any purchases made by the traveler. IF a traveler has any spending limits or restrictions Goodwill may provide reasonable guidance for spending and types of purchases being made, but the traveler will make the decision on what purchases he/she makes.

At no time will Goodwill team members lend money or purchase any items for a traveler. Goodwill can give recommendations to travelers for how much spending money to bring on a trip, but a traveler may bring as much spending cash as they choose. Goodwill will not allow any other traveler to pay for or lend money to another traveler, unless an arrangement to share funds with someone has been set up ahead of time and approved by traveler’s guardian/conservators.
Goodwill Columbus
1331 Edgehill Rd.
Columbus, OH 43212

MEDICAL POLICY AND PROCEDURES

Medications: Travelers are required to submit an approved physicians order sheet with doctor signature and return a medication list including names of medications, times taken, and purpose of medications to Goodwill with their registration forms. Goodwill must be notified of any medications or medical changes that take place after the forms have been submitted. Failure to return the registration forms by the due date or to notify Goodwill of medication changes will result in termination of the trip. Refunds will not be given. Vacations will be terminated without refund if it is determined a traveler's medical information or condition are reported inaccurately.

Travelers must submit an approved physicians order sheet with doctor signature for comfort medication (list of medications that can be purchased over the counter for symptoms that include but are not limited to: fever/pain/discomfort, sore throat, colds, diarrhea, heartburn, etc.) by the due date. Goodwill cannot dispense comfort medications without this list. Comfort medications do not need to be brought on the trip unless there is a preexisting condition, or symptoms are frequent enough to be predetermined. Purchase of comfort medications during travel is the traveler's responsibility. Goodwill does not provide nor purchase comfort medications for travelers.

All medications are to be placed in envelopes or bags. The traveler's name, names of the medications; and day, time and dosage of medications must be listed on each envelope/bag. The envelopes/bags should contain all medications, separated into separate zip-lock bags for each travel day. The day, date, and traveler's name must be written on each zip-lock bag (i.e. all medications for Tuesday should be in one bag with traveler’s name, Tuesday, and date (mm/dd) written on it). All medications bags should then be put into a 9"x12" zip lock bag (i.e. a plastic storage bag). Liquid medications must be in their original containers and in separate zip lock bags. If comfort medications are included please put them in a separate zip lock bag. Creams, non-prescription liquids, etc., should be placed in separate zip-lock bags and placed in the traveler's suitcase. Do not pack necessary prescription medications in suitcases. Please include any additional relevant information such as how to apply creams, if traveler takes medication with food, etc.

Medications must be entrusted to the care of Goodwill staff at the meeting place. Medications must match medication information submitted with Goodwill registration. Traveler responsible for taking their own medication (self-medicating) need not entrust their medications to Goodwill staff, but must present their medications for inspection so staff can confirm the medications arrived at the destination and match the list provided with registration materials.
Travelers departing from a location outside Columbus must carry their medications in a carry-on bag. Goodwill cannot be held responsible for any medications that need to be taken prior to check-in with Goodwill staff, including medications taken in-flight, or medications not arriving at the destination with travelers. Those flying with liquid medications must carry them in separate zip-lock bags and declare them to airport screening officials at security.

**PRN anxiety medications:** Anxiety medications given for flight anxiety must be entrusted to Goodwill staff upon check-in. Clear dispensation instructions must accompany the anxiety medications. Goodwill must be notified of travelers arriving under the influence of anxiety medication. In the event a traveler misses a flight because of anxiety, the traveler, his/her guardian, or care provider will be responsible for any expenses that may incur, including but not limited to: fees for missed flights, hotel stays, property damage, personal injury, staff expenses, etc.

**Medical Records:** All travelers must provide Goodwill with a copy of their most recent annual physical examination, signed by the traveler’s primary physician, on or before the pre-trip paperwork due date. A completed Traveler Emergency Information Form (TEIF), included in the registration packet, must be returned with the registration forms. The TEIF includes emergency contact information, allergy information, medical insurance information, and etc. Goodwill must be made aware of past hospitalization or communicable illnesses occurring within 1 year of the trip departure date. Failure to submit completed forms by the due date may result in termination of the trip.

**Protocols:** Medical protocols (seizures, allergic reactions, etc.) must be submitted with registration forms, PRN medications, such as emergency allergy medication, etc., must accompany the traveler and be entrusted to Goodwill staff at check-in. The individual traveler, his/her guardian, or care providers are responsible for all expenses incurred by Goodwill due to misinformation or misrepresentation on registration forms pertaining to the traveler’s needs. These expenses can include, but are not limited to: staff cost, staff expenses, personal injury, etc.

**Medical Equipment:** Goodwill trips are wheelchair accessible, unless otherwise specified. Space is limited for the number of people in wheelchairs allowed on each trip. Added staffing may be necessary. Please call before booking to ensure space is available, and to determine how much assistance is needed. Travelers requiring walkers, or who are slow walkers, may be charged an additional fee for added staff, if needed. Goodwill does not provide wheelchairs for travelers.

Travelers using any type of "ostomy" or catheter bag must notify Goodwill at registration. Please include specific information, such as cleaning, assistance needed, etc. Goodwill may contact the traveler or his/her care provider for person specific training, if necessary. It is the traveler’s responsibility to bring enough supplies (i.e. Bags, tap, skin barriers, wipes, etc.) for the entire trip.

Goodwill reserves the right to send a traveler home, at the traveler’s expense, if Goodwill is not informed of all required medical equipment. No refunds will be given.

Travelers requiring added assistance may provide their own personal assistant, at a discounted travel rate, or may pay a higher fee for added Goodwill staffing, if available and approved by Goodwill. Travelers requiring accessible transportation, wheelchair rental, or additional personal care support should call before booking a trip.
ILLNESS AND HOSPITALIZATION POLICY AND PROCEDURES

Illness: If a participant becomes ill during a trip, Goodwill staff will contact the traveler's chosen emergency contact person. Goodwill staff will remain in contact with the health care providers to determine the severity of the illness, and will report updates to the individuals emergency contact person. If the traveler is unable to continue to participate in the vacation, Goodwill will work with local health care providers to ensure the traveler receives adequate health care. Goodwill staff will make every effort to stay with a traveler during medical care but may not be able to do so because of the staffing needs of other trip participants. In this case the traveler's care provider, guardian or legal representative will be responsible for providing any further staffing/health care supports. If an individual is unable to return on their scheduled flight; the care provider, guardian or legal representative will also be responsible for providing their own staff members to remain with the individual until he/she is able to return home. Any cost that may occur because of illness will be the responsibility of the participant.

Hospitalization: If traveler needs to be hospitalized for any reason during a trip, Goodwill staff will immediately contact the traveler's emergency contact person. Goodwill staff will remain in contact with the hospital and will report updates to the individuals emergency contact person until a traveler is admitted to the hospital. Once a traveler is admitted to the hospital, it is the responsibility of the traveler's care provider, guardian or legal representative to communicate with the hospital and provide any staff support for the traveler. If an individual is unable to return to their scheduled flight; the care provider, guardian or legal representative will be responsible for providing their own staff members to remain with the individual until he/she is able to return home. Any cost that may occur because of hospitalization will be the responsibility of the participant.
ALCOHOL AND SMOKING POLICY AND PROCEDURES

**Alcohol:** Goodwill encourages vacations to be alcohol free. Travelers consuming excessive alcohol during vacations may be sent home at their own expense. Travelers found to be intoxicated may be placed in the care of local authorities, until sober, and then sent home at their own expense if found to be intoxicated. Travelers are responsible for any costs incurred because of alcohol consumption. Non-alcoholic or “virgin” drinks may be purchased by travelers, but are not included in the price of the vacation. All Goodwill staff members are required to be alcohol free at all times during the vacation.

**Smoking:** Smoking is allowed during Goodwill vacations, but travelers must follow the smoking rules of individual locations. Travelers who smoke will need to alert a Goodwill staff member if they need to leave an area in order to smoke. Goodwill staff members reserve their right to deny travelers the right to smoke if it becomes an inconvenience for other travelers, or presents a safety/health risk. Frequent smoke requests could also be denied by Goodwill staff members if the requests interfere with staffs’ ability to supervise other travelers. Goodwill staff members are allowed reasonable smoke breaks throughout the day, but are not permitted to purchase for or share tobacco, or tobacco related products, with travelers. Travelers who do not follow the smoking rules of a location, or whose smoking frequency becomes a safety issue or disruptive to other travelers, may be sent home at their own expense. Costs incurred due to travelers’ smoking will be their responsibility including, but not limited to, property damage, personal harm, fines, etc. Goodwill does not guarantee smoking rooms at lodging destinations, or smoking areas at any location.
Goodwill Columbus
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Columbus, OH 43212

FOOD POLICY AND PROCEDURES

Meals are included at destinations only. Travelers may purchase food on airplanes at their own expense. Snacks and other non-mealtime food or beverage items may be purchased at the travelers' expense. Appetizers, desserts, and specialty drinks (milkshakes, non-alcoholic beer, “virgin” drinks, etc.) are not included in the price of meals. Travelers may purchase these at their own expense. Breakfast typically will be “Continental” breakfasts at hotels. Lunch and dinner will be at or delivered from restaurants. Please note, we will order delivery from restaurants only if absolutely necessary (i.e. late arrival at destinations, weather, etc.). Goodwill will follow dietary/budget requirements included in registration materials to the best of our abilities. Goodwill is not responsible for travelers deviating from their dietary plans while separated from the Goodwill group, for food related medications not sent with travelers, or travelers secretly consuming food or beverage items not in their dietary plans.

Goodwill must be notified prior to any trip of the traveler’s dietary needs.
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Columbus, OH 43212

SLEEPING ARRANGEMENTS AND PERSONAL PRIVACY

POLICY AND PROCEDURE

Goodwill staff will remain at the lodging facility overnight and will share rooms with travelers, as needed, in order to fill lodging rooms. However, travelers needing awake supervision of any kind will need to provide a personal care attendant; this includes participants that do not sleep through the night. Rollaway beds may be used at destinations, when available; therefore most trips will utilize triple occupancy rooms. Double and single occupancy rooms may be requested, higher rates may apply.

Goodwill will respect the privacy of all travelers and will only provide personal care assistance as needed. Treatments or conditions will be discussed/applied in private. All travelers will be required to be dressed appropriately when in common areas.