

OPERATING PROCEDURES

July 14, 2022/Rev 09.15.2022/ Rev 04.13.2023/ Rev 12.14.2023/ Rev 02.15.2024/ Rev 07.11.2024

1.0 INTRODUCTION

Per **ARTICLE XII**, Section 2. In the *Association's* Bylaws, Operating Procedures are rules used to assist the administration of the *Association* and facilitate day-to-day operations. Operating Procedures can be changed by a majority vote at any *Board* meeting without any previous notice and remain in effect until rescinded or amended. Operating Procedures are not, nor should they be, part of the *Association's* Bylaws.

2.0 OPERATING PROCEDURES

The following sections describe elements of the *Association's* operations.

2.1 Executive Board

The *Board* shall monitor day-to-day operations of the *Association* with its general welfare in mind, as follows:

- Assure compliance with local, state and federal laws and regulations;
- Adhere to the highest ethical and moral standards of organization behavior;
- Bring forward to *Association's* General Membership committee recommendations, trip opportunities, etc.

2.2 Dues

2.2.1 Dues: Effective January 1, 2024 new member dues shall be \$35.00 per person, \$10.00 of which is for New Member Processing fees. Thereafter, dues shall be \$25.00 per year, payable no later than December 31. (Dues help offset *Association* administrative costs.) There is an additional fee of \$25.00 for printing/postage for members requesting monthly newsletters be mailed to them.

2.2.2 Replacement of Badges: Members will be responsible for replacement of lost badges at cost.

2.3 Trip Coordinators

2.3.1 Plan, schedule and organize trips for the *Association* at a cost approved by the Executive Board.

2.3.2 Provide necessary details of these trips for accepting sign ups to members.

2.3.3 Negotiate contractual agreements for travel services for the benefit of *Association* members, which include, but are not limited to:

- a. Provision of motor coach of such quality as to provide safety and comfort to

Association members and guests, which includes air conditioning, lavatory, medical and safety equipment, stereo/PA system and stepstool.

b. A qualified driver for the motor coach.

c. Adequate liability and accident insurance on the motor coach, showing evidence of said insurance upon request.

- 2.3.4 Select an assistant to handle duties as specified in *Job Description for Trip Coordinators, Section 1.3, a-f*, e.g., calling travelers prior to start of trip, buying supplies, doing head counts.

NOTE: If a travel agency is involved in travel arrangements and the Trip Coordinator is unable to finalize plans, an ad-hoc committee consisting of President, Vice President, and three other club members appointed by the *Board*, will help the travel agency as needed.

HEALTH ADVISEMENT

To ensure the safety and well-being of all members, we strongly encourage everyone to take necessary precautions to protect themselves and others from COVID-19 and other diseases. This includes not traveling or coming to a meeting when you are ill, wearing masks, and following all guidelines and regulations set forth by the relevant authorities.

2.4. Trips

2.4.1 Signing Up for Trips and Social events

a. The **first-time** members can sign up for a trip is either when it is announced at a General Membership meeting **OR** announced in the newsletter, **whichever comes first**.

b. Signups can be done in the Rambling Rovers' office **OR** at a General Membership meeting, **OR** checks can be mailed to the office.

- i. If the trip has not filled, it can be opened to guests of travelers signed up for the trip. (Trip coordinator can determine most efficient way to let travelers know number of openings available for guests).
- ii. If a trip still does not fill, trip coordinator may recruit traveler(s) from office manager's list of people waiting to join the *Association* by placing phone calls to them, starting with the first person on the list. If there is no answer, a message will **NOT** be left and trip coordinator will call the next person on the list, etc.
- iii. Added travelers will follow the same protocol as members: Complete **FORM TO TRAVEL WITH RAMBLING ROVERS** and read/sign/date waiver on back of form.

c. Only members are eligible to sign up for and attend social events, e.g., Summer Picnic and Annual Christmas Party.

2.4.2 Payment for Trips

- a. Full payment must be made at time of signing up for trips organized by Rambling Rovers. Trips available through Rambling Rovers but organized by an outside travel agency may require a different payment schedule.
- b. Trip fees for members in good standing with special needs that require traveling with a caregiver will be paid by the member and/or caregiver.
 - i. Caregiver must be at least twenty-one years of age.
 - ii. Member must also provide specific adaptive equipment needed to travel safely.
 - iii. Name of the caregiver and list of adaptive equipment being used on the trip must be provided to the trip coordinator when member signs up for the trip.
 - iv. Caregiver will sign *Association's Hold Harmless Clause* and *Association's Emergency Record* Form at least 48 hours before scheduled trip departure.
- c. Any member who departs on a trip but is unable to complete it for any reason must travel home at her/his own expense.

2.4.3 Trip Cancellations

- a. When a member informs the *Association* that she/he is cancelling a trip reservation twenty (20) or more days before departure, member will be refunded 100% of the cost of the trip.
- b. If a member chooses to cancel a trip in less than twenty (20) days but more than three (3) days before departure and is not replaced by someone else, the prepaid expenses will be deducted from the total cost of the trip and the balance refunded.
- c. If a member cancels within three (3) days of departure, there will be **NO** refund **UNLESS** the member is replaced by someone else, **OR** a letter is presented from the member's physician within thirty (30) days of the trip's departure date, verifying member's medical reason for canceling, **OR** there is a death in the member's immediate family*, in which case the member will be refunded one hundred percent (100%) of the cost of the trip. *In general, a person's immediate family is their smallest family unit, including parents, siblings, in-laws, children and grandchildren.
- d. Refunds for **ALL** circumstances may be reviewed by the *Board*, if requested by the member or by the trip coordinator on behalf of the member.
- e. Refund checks will be given to member(s) within 30 days after a trip.

2.5 Office Manager

- 2.5.1 Manage *Association* office and office volunteers-
 - a. Train volunteers and arrange for substitutes.
 - b. Monitor office files, purging them annually.
 - c. Upkeep of office and supplies.

2.6 Membership Specialist

- 2.6.1 Manage waitlist and questions regarding joining Rambling Rovers, send new membership forms, add member contact and medical information to membership spreadsheets.
- 2.6.2 Send the Office Manager a request to purge office records of members whose membership is terminated.
- 2.6.3 Provide *Board*, appointees and trip coordinators with membership rosters, and member medical information to trip coordinators for scheduled trips.

2.7 Office Volunteers

- 2.7.1 Provide office coverage during assigned shift.
- 2.7.2 Handle membership inquiries
- 2.7.3 Process checks or cash for new memberships and renewal memberships.
- 2.7.4 Sign up members/process checks or cash for trips.
- 2.7.5 Handle trip cancellations.

2.8 Member Connections Coordinator

- 2.8.1 Send get well, sympathy and other appropriate cards to current members.
- 2.8.2 Send a \$20 donation to charity (as specified by the deceased person's family) in memory of a current member of an immediate family member (spouse, child or sibling) who has died and a sympathy card to the family of the deceased member.
 - a. Request check from *Association* treasurer.
 - i. Send written request to *Association* treasurer, attaching copy of death notice or obituary and including name of charity and person to whom check is made payable.

2.9 Social Coordinator

- 2.9.1 Plan and arrange social events/activities for members throughout the calendar year.
 - a. Monthly General Membership meetings.
 - i. Share stories about trips taken during the month
 - ii. Involve members, e.g., in question/answer sessions
 - iii. Tell jokes.
 - b. Volunteer Luncheon, usually in January or February
 - i. Check trip schedule to avoid overlap, announce date for luncheon
 - ii. Reserve venue, meet with caterer to select food options
 - iii. Handle all details as described in Job Description for Social Coordinator
 - c. Summer Picnic, usually in June, July, August or September
 - i. Check trip schedule to avoid overlap, announce date for picnic
 - ii. Determine location and obtain permits as necessary

- iii. Handle all details as described in Job Description for Social Coordinator
- d. Christmas Party, usually on the first Thursday in December
 - i. Check trip schedule to avoid overlap, announce date for party
 - ii. Reserve venue, meet with caterer to select food options
 - iii. Handle all details as described in Job Description for Social Coordinator