

Rambling Rovers Senior Travel Association  
Tri-Cities, Washington

## 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/Rev 10.10.24/Rev 04.10.25/Rev 10.9.25/Rev 1.15.26

### 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can be changed by a majority vote at any *Board* meeting without any previous notice and remain in effect until rescinded or amended.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, 2025 new member dues and rejoining member dues shall be \$40.00 per person. There is an additional fee of \$35.00 for printing/postage for members requesting monthly newsletters be mailed to them. The deadline for paying dues is the last day of December.

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*. Present trip, with cost or estimated cost to Executive Board for approval.

2.3.2 Provide said description to newsletter editor for enclosure in *Association* newsletter.

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 on full size buses, 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*, 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.

## 2.4. Trips

### 2.4.1 Signing Up for Trips and Social events

- a. The **first-time** members can sign up for a trip 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 a trip does not fill, trip coordinator may recruit traveler(s) from list of people waiting to join the *Association*. Trips then may be offered to guests of members. (Trip coordinator can determine most efficient way to let travelers know number of openings available for guests).
  - ii. 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. For trips with non-refundable expenditures such as tickets purchased or a hotel reservation contract signed by the *Association* in advance, all trip flyers will post the date of the *Association's* purchases/commitments. **NO** refunds for those costs will be given to members who cancel a trip reservation after that date **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.
- b. On trips that do not require non-refundable expenditures, when a member informs the *Association* that she/he is cancelling a trip reservation more than three (3) days before departure, member will be refunded 100% of the cost of the trip. 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.

\* For purposes of a. and b. above, a person's immediate family is their smallest family unit, including parents, siblings, in-laws, children and grandchildren.

c. 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.

d. Refund checks will be given to member(s) within 30 days after a trip.

e. Trips organized by Agencies may have different requirements.

#### 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.

## **2.9 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