

January 2012 – December 2012

From the Bookkeeper's Desk .... *Linda*

It takes a lot of time and effort in planning trips. It really gets frustrating to plan these trips and members sign up and do not show up. Therefore the Cape Henlopen Senior Center has implemented the following rules and guidelines.....

(1) Anyone who signs up for a trip and does not call to cancel or find a replacement after 2 times will be put on a waiting list for future trips.

(2) Refunds will only be given if there is a waiting list or you can find your own replacement or the Center cancels the trip. **AND refunds will be issued on the 15<sup>th</sup> or 30<sup>th</sup> of the month.**

(3) Members get first priority on all trips. If a non member wishes to go and there is space available, they are more than welcome to go with an additional fee (TBA)

(4) **Payment is due when signing up for the trip. (NO EXCEPTIONS)**

We are sorry that we have to take this action; however, it is a problem for everyone involved. We hope that you can understand our position.

Many have also asked how we determine the cost of trip. The price is predicated on the actual cost plus the driver's fee. \*\*Due to the economy, most businesses do not comp the driver; therefore we have to incorporate that cost for the driver when finalizing the cost of each trip.

We have scheduled a wide variety of trips and excursions at a nominal fee and very affordable. They are well received and hope you will ride with us.

If you have any suggestions for future trips, please feel free to let Theresa know.

- ❖ Let's keep in mind....The mission of the Cape Henlopen Senior Center, Inc. is to enhance the quality of life of our senior citizens by adding life to years and years to life.