

## **Tetrahedron Outdoor Club**

### **Trip Booking Policy**

**June 2012**

**Purpose:** To provide a standard protocol for booking and managing funds for club trips.

**Applicability:** This policy applies to all trips where funds are collected from participants by the club, or there is a potential financial penalty for cancellation. It does not apply to trips where all payments are made directly by the participants (e.g. Tetrahedron cabins).

**Limiting risk for trip organizers and participants:** Trips may be organized by any club member in good standing. The club will cover any shortfalls or cost overruns so the organizer is not left liable, as long as the policies in this document are followed and reasonable precautions are taken to limit club liability. Trip participants are provided with an estimated upper limit of cost and the club strives to ensure that this limit is not exceeded in any substantial way.

**Club trip fee:** The club will apply a 5% trip fee, minimum \$2.00, maximum \$25.00, to all trips. This will be applied to a fund to be used to cover any club costs associated with trips.

### **Booking Guidelines**

1. Prior to booking a trip, the organizer must get an estimate of the total cost, including all taxes and fees. Cost may vary depending on the number of people. Extraneous costs such as travel or meals. These can be directly by participants.
2. Confirm all required deposits, cancellation policies, final payment dates, etc.
3. Determine the maximum per person cost (based on a minimum number of participants). Add the 5% club trip fee, minimum \$2.
4. Before booking, approval from the club executive is required. This can be done by e-mail, outlining the total cost, per person cost, minimum number of people required, deposits and cancellation policy, and financial risk to the club.

### **Collection of Money**

1. All trip costs are paid up-front by the club, unless this is not possible due to timing requirements or the need to pay by credit card. If the costs are paid by the organizer they will be reimbursed by the club.
2. All participant money must be collected by the club. Cheques should be made out to Tetrahedron Outdoor Club.
3. If a deposit is to be collected from participants, it should be at least 50% of the maximum per person cost. For trips under \$500 or \$50/person, collect the full amount up front.

### **Cancellations, Refunds, Shortfalls**

1. If a trip has a shortage of participants, notify the club executive at least two weeks prior to any deadlines for further payments. Identify the risk to the club in either cancelling or continuing with a reduced number of people. Note: it is often less expensive for the club to subsidize a shortfall of one or two people than to lose a deposit.
2. If a trip is cancelled by the club, all participants should receive a full refund.
3. If a participant cancels, there is no obligation for the club to refund their deposit. However, the club generally tries to accommodate cancellations and refund money where possible. Do not promise a refund until all numbers and costs are finalized, as there is always the possibility of further cancellations. In all circumstances, the 5% club trip fee will not be refunded.
4. If there is a shortfall of people, the club may subsidize the remaining participants. However, if the additional cost to participants is small or the overall cost is low, the extra cost may be passed on the participants rather than the club.

### **Submission of Costs**

1. If the organizer needs to be reimbursed for expenses, receipts must be submitted along with a standard expense reimbursement form.
2. At the end of the trip the organizer should fill out a Club Trip Summary Form.