A map of the world with a camera and glasses

Description automatically generated

**Adventure Awaits**

*Travel for Adults with Disabilities*

­­1 | Come Travel with Us!

All-inclusive vacation packages for travelers 18 and older with intellectual and developmental disabilities.

2 | Eligible Travelers

* Travelers who are eligible to participate without a 1:1 personal care provider must be able to: ​
  + Travel in a small group responsibly with a supervision ratio of 1 chaperone per every 3 to 4 travelers.​
  + Provide their own personal care independently or with verbal prompts only. (Chaperones cannot provide any hands-on care)
  + Administer their own medications independently or under the supervision of a chaperone who can hand them their presorted medications.
  + Interact with other people in a considerate and respectful way.
  + Follow directions and cooperate with the tour group leaders and chaperons.
  + Be safe when unaccompanied during nights, rest periods, and/ or traveling independently by air.

3| Personal Care Providers

* Travelers needing a 1:1 personal care provider must provide their own. A provider must be able to accompany and care for their personal needs on the trip.
* The cost for one personal care provider is the same as the all-inclusive packages price for a traveler.
* If booking more than one traveler from the same residence that's needs 1:1 care where a second personal care provider is needed, trip will have a slight discount for 2 care providers instead of full price for both.
* Please note travelers and their care providers will be upgraded to a private room at an additional cost.
  + Travelers and their care providers need to be able to interact with other people in a considerate and respectful way.​
  + ​Follow directions and cooperate with the tour group leaders and chaperones.

4 |Termination of Service

* Adventure Awaits may, at its discretion, determine at any time that a traveler lacks the physical or mental ability to safely participate on the trip and may terminate the traveler's participation in any individual activity or the entire trip.
  + In the event that a traveler's participation on the trip is terminated due to illness, behavior, or other safety reasons, it is the sole responsibility of the traveler's care provider or guardian to assume responsibility for the traveler within 24 hours after being put on notice of traveler's termination from the trip. The care provider/ guardian is responsible for arranging and bearing all expenses for alternate return travel, care and/or escort, lodging, or other necessary arrangements for traveler. ​

5 | Ratio Staff

* Adventure Awaits vacations are staffed at a ratio of 1 chaperone per every 3 to 4 travelers at the travel destination.
* Chaperones can assist travelers with medications, spending money, and prompts for bathing, hygiene, dressing and using the restroom. No hands-on care is provided by Adventure Awaits chaperones.
* Adventure Awaits does not provide 24-hour assistance/ supervision. While chaperones will be with the travelers the majority of the vacation will be on-site at the lodging facility overnight, the chaperone may or may not be in your traveler's room overnight or during rest breaks.
* Travelers needing 24-hour assistance/ supervision will need to provide their own 1:1 personal care provider.

6 | Staffing

* Adventure Awaits reserves the right to determine an appropriate staffing ratio for a traveler. If the necessary level of assistance is misrepresented on the traveler paperwork, the traveler may be turned away at check-in or sent home during a trip. This is to ensure the safety and trip enjoyment of the traveler and the group.
* Occasionally, individuals who do not require 1:1 support at home, do require 1:1 support while traveling to frequent transitions, crowded spaces, unfamiliar places/ activities and uncontrollable situations.
  + Adventure Awaits may at any time determine, at its sole discretion, to modify any or all activities necessary for the health and safety of any travelers. ​
  + The responsibility of Adventure Awaits for the traveler beings when the traveler and the chaperone meet for the vacation and ends when the traveler departs from the chaperone at the conclusion of the vacation.
  + If the traveler is flying home alone, the responsibility of Adventure Awaits terminates when the traveler is turned over to the airline/ transport company. Travelers ay have to wait at their departing airline gates unattended by Adventure Awaits chaperone.

7 | Sleeping Arrangements

* Most Adventure Awaits vacations are based on double or triple- occupancy rooms. Single rooms can be arranged for an additional fee.
* All travelers will have their own beds.
* Travelers will only be placed in same-gender rooms with other travelers, unless otherwise arranged with guardian approval.
* Chaperones stay on-site at the lodging facility overnight and may share a room with travelers in order to fill lodging rooms. It is not guaranteed that a chaperone will be in a room overnight or during rest breaks with travelers.
* Adventure Awaits cannot guarantee 24-hour assistance. Travelers needing 24-hour assistance will need to provide and pay for their own 1:1 personal care provider.

8 | Airfare

* Starting *May 7th, 2025,*all travelers flying within the United States will be required to have a valid Real ID-compliant identification care/ driver's license (only available in some states), or a passport book/ passport card. Travelers flying internationally are still required to have a valid passport book.
* No refund will be issued for any Adventure Awaits travelers or 1:1 personal care providers that are denied boarding for failure to provide appropriate ID.
* Roundtrip airfare is included in all package prices for all trips (except road trips).
* Adventure Awaits will make all air transportation arrangements, however, chaperone accompaniment on flights and during transfers is only guaranteed from Minneapolis, MN.
* Travelers flying independently may need to have their care provider/guardian obtain an airline gate assistance pass to walk travelers through airport security and directly to their flight departure gate. In order to obtain an airline gate assistance pass, caregivers/guardians must be able to present their government issued ID.
* As public carriers, the airlines are responsible for the safety of passengers traveling between cities and through airports. If the traveler is not with an Adventure Awaits chaperone, they are under the purview of the airlines. To ensure passengers get to their connecting flights safely, airlines offer a “meet & assist” service to help passengers reach their connecting flight gate, however airline staff will not stay with the traveler and cannot provide any personal care support. This is a free service provided by the airlines.
* For travelers flying independently, Adventure Awaits will make every effort to book a non-stop flight, however it is not guaranteed. If a direct/non-stop flight cannot be booked, Adventure Awaits will request that the airlines provide “meet & assist” services to accompany the traveler to the connecting flight gate. Airline staff will not stay with the traveler and cannot provide any personal care support. The traveler must be able to fly on a plane and wait at the gate unaccompanied, and take care of their own personal needs including, but not limited to, using the restroom, purchasing food, and/or taking their medication as prescribed. Adventure Awaits chaperone will meet the traveler at their flight’s arrival gate at the final destination.
* The responsibility of Adventure Awaits for the traveler begins when the traveler and the chaperone meet for the vacation and ends when the traveler departs from the chaperone at the conclusion of the vacation. If the traveler is traveling alone, the responsibility of Adventure Awaits terminates when the traveler is turned over to the airline/transport company.
* Travelers are required to pack their luggage as outlined in the Airport Preparation Guide to ensure their luggage meets airline requirements and their belongings are organized in a safe and effective manner for the trip.

9 | Medication

* Adventure Awaits staff and chaperones are not licensed medical professionals and not permitted to administer medications or exercise medical judgment with regards to medications or medical needs.
* Chaperones can hand travelers their medications and supervise them as they administer their own medication, in accordance with the written instructions provided by the traveler, or their legal guardian.
* The traveler is responsible for bringing, and taking, all necessary medications, including emergency medications in an organized manner, and for providing accurate instructions for timing, dosage, and instructions.
* Medications that will be taken by the traveler while on the trip must be packaged as outlined in the Medication Policy.
  + Note, it is critical that all daily pills must be presorted for each day/time into the med envelopes. Any traveler who arrives with medication not packaged in accordance with our Medication Policy may be sent home.
* Adventure Awaits has routine administration times of regularly scheduled meds at approximately 8 AM, 12 PM, 5PM, and 9 PM, unless specified otherwise.
* Adventure Awaits chaperones are not medical professionals and can only assist travelers with taking the meds as per the presorted med envelopes that the traveler provides.
* If a traveler is completely independent with the administration of their own medications, they may bring the medications in the manner that works best for them. Travelers that are independent with their medications must be able to manage all aspects of their medications without assistance or supervision and be able to safely store their medications to prevent them from being lost or stolen.
* Adventure Awaits is not responsible for any medications that need to be taken on travel days prior to meeting an Adventure Awaits chaperone. Travelers flying alone must be able to administer their own medications if necessary while flying.
* If your traveler is diabetic, please note that Adventure Awaits does not provide any hands-on care with injections, test strips or monitoring blood sugar levels. Travelers must hold their own diabetic equipment and supplies.

10 | Emergencies

* In the event of an emergency or significant medical event, Adventure Awaits staff or chaperones may seek medical treatment for the travelers if determined necessary by their discretion, including emergency medical services. Adventure Awaits cannot assume responsibility for any medical expenses that may occur if medical care must be sought.
* If a traveler needs to be hospitalized for any reason during a trip, Adventure Awaits will do its best to monitor the situation and well-being of the traveler but will not provide a staff to stay with the traveler after being admitted. After being admitted to the hospital, all communication with the attending medical staff will be the responsibility of the traveler and/or their caregiver/guardian.
* If the traveler is unable to make the scheduled return flight as a result of the medical situation, it will be the responsibility of the guardian/care provider to ensure the traveler gets home safely. An Adventure Awaits staff will not be able to stay behind to supervise them. Additional costs incurred as a result of missing a scheduled flight will be the responsibility of the traveler.

11 | Wheelchair Accessibility

* Adventure Awaits offers several wheelchair accessible vacations, some of which have lift vans available.
  + Please see the symbols next to the vacation descriptions to learn which vacations are accessible.
  + If the traveler needs a wheelchair to keep up with the group, Adventure Awaits can provide chaperone support to push them at an additional cost.
* Adventure Awaits does not provide wheelchairs for travelers. Any traveler who requires a wheelchair must bring their own wheelchair. If a manual wheelchair is required, it must be collapsible for travel purposes. Travelers who require a wheelchair but are not sent with one may be sent home and no refund will be issued.

12 | Meals

* Adventure Awaits provides all meals (breakfasts, lunches, and dinners) while at the destination. Included meals typically begin with dinner on the first night and are provided through breakfast on the final day.
* Travelers may choose to purchase snacks and specialty drinks at their own expense.
* Travelers will need to send additional money for any meals required on the two airport travel days, as the package price does not include airport meals or meals on the plane.

13 | Money Handling

* Adventure Awaits vacation packages cover the costs of all accommodations, transportation, meals, activities and entertainment. Travelers are required to bring their own additional money for the following purposes:
  + Spending money for purchasing souvenirs and/or additional specialty food and beverage items.
  + Money to cover airline checked baggage fees to/from destination.
  + Lunch money for travel days flying to destination or home from the destination.
* The traveler’s money for the purposes listed above must be prepared for the trip as outlined in the Money Policy.
* An Adventure Awaits chaperone will hold the traveler’s spending money if it is indicated as a needed support on the traveler’s profile. An Adventure Awaits chaperone will collect the spending money at the meeting point.
* If an Adventure Awaits chaperone holds the traveler’s spending money, the chaperones will obtain receipts for all purchases at the destination. Some vendors do not provide register or official written receipts.
  + Receipts are not collected for baggage fees or airport lunches.

14 | Alcohol, Smoking, Illegal Substances and Gambling

* **ALCOHOL:**Adventure Awaits will allow a limited amount of alcohol use by travelers if their paperwork indicates it is allowed for them.
  + It is the responsibility of the caregiver/guardian to ensure that if consent is given, the alcohol will not negatively mix with the traveler's medications.
  + Alcoholic beverages must be paid for by the traveler.
* **SMOKING:** Adventure Awaits will allow smoking by the traveler if their paperwork indicates it is allowed for them. Travelers that smoke are expected to follow all smoking rules at the particular location. Travelers who smoke must alert their chaperone if they need to leave the area to smoke.
  + Adventure Awaits reserves the right to deny a traveler the right to smoke if it is not convenient and/or presents a safety/health risk to other travelers.
* **ILLEGAL SUBSTANCES:** Adventure Awaits does not permit the use of any illegal substances by travelers or chaperones, even when in states that recognize “recreational” use of certain substances.
* **GAMBLING:** Adventure Awaits will permit gambling by travelers but reserves the right to limit the amount of time a traveler spends gambling to ensure the trip is able to proceed as planned. Adventure Awaits cannot be held liable for any losses or be responsible for the amount spent on gambling. Staff members will provide reasonable support as needed.
* **Adventure Awaits staff, chaperones, and 1:1 personal care providers are required to be alcohol and drug free at all times while on the trip.**

15 | Deposit and Payments

* Adventure Awaits accepts cashier checks or money orders.
  + Domestic trips require a deposit of $800 with full payment due 90 days before departure. International, cruises, and Hawaii trips require a deposit of $1,200 with full payment due 120 days before departure.

16 | Cancellations

* All cancellations and changes must be in writing and will be calculated as of the date they are received.
* Adventure Awaits reserves the right to cancel reservations and apply the cancellation penalties if full payment is not paid by the final payment due date and/or if the traveler’s required paperwork is not complete or received.
* No refunds will be issued for cancellations, changes, or delays due to weather, government-issued travel restrictions, transport delays or cancellations, Acts of God, strikes, civil disturbance, pandemics, or other reasons outside the control of Adventure Awaits.
* Change and cancellation penalties will apply if changes or cancellations are required due to actions of the traveler, including but not limited to being refused boarding by airline for any reason, failing to have proper identification required for travel, or inaccurate disclosure of pertinent information related to the support needs of the traveler.
* If the traveler misses the planned vacation departure, the traveler will be considered a “no-show”, and no refund will be issued.
  + Travel in the Continental U.S. International, Cruises, Hawaii Change and Cancellation Charges.
    - Up to 90 Days Prior to Departure.
    - Up to 120 Days Prior to Departure.
    - $150 + any pre-purchased expenses. 89-61 Days Prior to Departure.
    - 119-91 Days Prior to Departure Full deposit + any pre-purchased expenses.
    - 60 Days Prior to Departure.
    - 90 Days Prior to Departure 100% of Package Price (i.e., no refund).

17 |Incidental or other charges

* Travelers are responsible for any additional, unanticipated charges incurred by Adventure Awaits on the traveler’s behalf, including but not limited to:
  + Long-distance phone charges, pay-tv charges, airline or transport charges for special assistance or excess baggage, unscheduled drop-off charges, toiletry, clothing, or medical charges, or extra lodging or meal charges caused by public transport delays or weather.
* **These charges will be invoiced to the traveler after the fact and must be paid within 20 days.**

18 | Travel Insurance

* Adventure Awaits strongly encourages all travelers to purchase separate travel insurance to help prevent or limit financial losses for the traveler due to any unexpected issues that may arise (including COVID) which result in Adventure Awaits change or cancellation charges.
* **Travel Insurance will be required for all international trips starting in 2023.**