



Keystone History Tour Program Frequently Asked Questions:

1. What is Keystone Community Services?

Keystone is a human services non-profit agency that provides services in the St. Paul area. The West 7th Community Center merged with Keystone in 2015 and thus the History Tour Program is now part of Keystone.

2. Why should I participate in a Keystone History Tour?

Keystone's History Tours Program is designed for sightseeing adventurists and history buffs. All tours are presented by David Bredemus, Keystone's Historian and Tour Guide. Dave specializes in local, regional and international tours based on history, culture and geography. Through this program, we are pleased and excited to present you with fun, informative, adventurous and educational excursions. Plus, proceeds from the History Tours program are used to support Keystone's Senior program -- your participation in a tour helps seniors stay connected to their community.

3. When does registration begin?

Registration is open now. All of the registration forms are available online on the Keystone website and you can begin signing up right away. Follow this link bit.ly/KeystoneTours2019 to get directly to the page.

4. Why did you change the registration process?

The online registration process will be more convenient and streamlined for both participants and for Keystone. The online forms are easy to use, your payment information is secure and you can complete the registration at the time of your choice.

5. I don't feel comfortable using a computer. Can I call to sign up?

Yes, we know that some people will prefer to call and we will save some spots on each tour for people who prefer to call in. To register by phone, please call Keystone at 651-298-5493 beginning Wednesday, June 12 at 9:30 a.m.

6. Can I pay by check?

We prefer that you pay by credit card which is the easiest way for us to manage the tour expenses but you can pay by check. To do so, please make a note at the bottom of your registration form that you will be paying by check. Please make the check payable to Keystone Community Services and mail it to Tours Program, 265 Oneida Street, St. Paul, MN 55102. Please note, your check must be received within 5 business days of you completing your registration form or you may forfeit your place on the tour.

7. Can I sign up for more than one tour?

Absolutely! You will need to sign up for each tour separately which will keep all of our records for each tour organized and accurate.

8. Can I sign up my friends for the tour?

Yes, if you want to sign up a friend to join you on the tour please add him/her to your registration form. Please note, to add a friend to your registration form you will need to pay in full for all of the tour spots.

9. I struggle with mobility. Are these tours for me? Can I bring a walker?

All of the tours are designed with older adults in mind and Dave can modify the tour for you as much as he's able. You can bring a walker as most walkers can be stowed under the bus and used as you need. Please note, you must be able to climb the few steps into the bus on your own. You are welcome to bring a friend or family member with you on the tour to help you if needed.

10. I have a medical emergency, can I get a refund?

Refunds are given if the cancellation is within our cancellation policy (30 days prior to day trips or 45 days prior to overnight trips).

11. If I can't go and I've paid, can another friend or family member replace me on the trip?

Yes, you are welcome to find a replacement person. Finding a replacement is your own responsibility but please alert Keystone about the change. If you prefer to cancel and it is within our cancellation window, we can give you a refund and go to the wait list to fill your seat.