

History Tour Program Details:

Registration: Registration is open July 10 at 9:30 a.m. Please visit KeystoneServices.org/Seniors/History-Tours to see the complete list of tour registration forms. All tour fees must be paid in full to complete your registration.

- If you aren't comfortable completing your registration online, we will accept reservations over the phone. Please call **651-298-5493** to register over the phone.
- Payment forms accepted: Visa, Discover, MasterCard, and American Express. We prefer that you pay via credit card, but if you would like to pay by check, we must receive your payment within 5 business days of submitting your registration. Late payments may forfeit your spot on the tour. Please make checks payable to Keystone Community Services and mail them to: **Keystone Tours Program, 265 Oneida Street, St. Paul, MN 55102.**

Fees: All fees must be paid in full immediately to complete your tour registration. The tour registration fees always include deluxe motor coach transportation, lodging, admissions, all guides, and historical narration. Food and beverages are included as specified for each tour.

Waitlist: Once a tour is full, a waitlist will be posted. If the tour you are interested in is full, we highly encourage you to add your name to the wait list (at no cost to you). We will use the wait lists to fill open tour spots if space becomes available. Additionally, the wait lists will help determine if an additional tour date should be added.

Parking: We coordinate tour pick-ups at two locations. You can be dropped off for your tour or park your car.

- Best Western Shoreview Hotel, 1000 Gramsie Road, Shoreview, MN
- West 7th Community Center, 265 Oneida Street, St. Paul, MN – Please park toward the rear of the parking lot (near the tennis courts), leaving the rows near the building available for other participants using the center.

Tour cancellation policy: To receive a refund (less any non-coverable costs such as tickets, meals, hotels, etc.), you must give notify Keystone ASAP that you are unable to attend. **Please stay home if you are not feeling well.** If we can fill your spot (or you find someone to fill your spot), we will work to get you a refund. Keystone reserves the right to cancel a trip if fewer than 40 people register. Participants will be notified, and a full refund will be given if Keystone cancels the trip due to lack of participation.

Tour Program Frequently Asked Questions:

1. **Why should I participate in a Keystone History Tour?** Keystone's History Tours Program is designed for sightseeing adventurers 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. 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.

2. **When does registration begin?** Online registration opens on July 10, 2024. All registration forms are available online on the Keystone website and you can begin signing up immediately once registration opens. Follow this link KeystoneServices.org/Seniors to get directly to the page.

3. **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 contact Keystone at 651-298-5493 beginning Wednesday, July 10 at 9:30. DO NOT register by mail! Tours sometimes fill quickly and we cannot guarantee your spot if you don't call us or sign up on line.

4. **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 note at the bottom of your registration form that you will pay 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 that your check must be received within 5 business days of completing your registration form, or you may forfeit your place on the tour.

5. **Can I sign up for more than one tour?** Absolutely! You will need to sign up for each tour separately, which will help keep our records organized and accurate.

6. **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 them to your registration form. Please note that to add a friend to your registration, you must pay in full for all of your registered tour spots (yours and theirs).

7. **I struggle with mobility. Are these tours for me? Can I bring a walker?** All the tours are designed with older adults in mind, and Dave can slightly modify the tour for you. Please note that you must be able to climb the few steep steps into the bus on your own. We cannot guarantee that all of our stops will be fully accessible.

8. **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 responsibility, but please alert Keystone about the change. If you prefer to cancel and it is within our cancellation policy time frame, we may be able to issue a refund.

LIABILITY STATEMENT: Tours are under the management of Keystone Community Services, which acts as agent in arranging for transportation, hotel accommodations, sightseeing, and other services, as described in this brochure. Therefore, we shall not be liable or responsible for any loss, injury, damage, accident, delays or cancellations of or changes in itinerary, schedule or accommodations caused directly or indirectly from acts of God, fire, strikes, acts of governments or civil disturbances, riots, thefts, pilferage, any act or default of any company or person engaged in transporting the passenger or rendering any other service or carrying out the arrangements of any tour, or by the act of default of any hotel proprietor or servant. The right is reserved to alter the itinerary or schedule at any time, with or without prior notice, if in the opinion of the operator such an adjustment is necessary or desirable. Keystone Community Services reserves the right to decline to accept or retain any person as member of any tour should such person's health, mental or physical condition or general deportment impede the operation of the tour or the rights, welfare or enjoyment of other passengers and a refund of

recoverable unused land tour services is the limit of the agent's liability should such a person be required to terminate the tour. No refunds will be granted for any unused portions of this tour unless arranged with the operator's approval in writing in advance. Meals, gratuities, entertainment and tax are not included in tours unless specifically stated. Fares quoted herein are based on those rates in effect at the time of the printing of this brochure and while no changes are anticipated, fares are subject to change without notice.