**CIWC Reservation & Cancellation Policy (with Participant Information)**

**MISSION STATEMENT:** The Central Indiana Wilderness Club is a non-profit volunteer based club designed to provide affordable recreational adventures for experienced and new outdoor enthusiasts. We are committed to teaching and learning the essential skills needed to be confident in and enjoy wilderness and outdoor adventures. We will take you off the beaten path – to the park, to the river and to the wilderness – and help you find your dreams.

**SCOPE OF THIS DOCUMENT:** This policy document describes the information, procedures and policies needed by members of the Central Indiana Wilderness Club (CIWC) who are signing up for trips and events that require a payment. It also covers non-members signing up for, or considering a CIWC Beginner Trips. Non dues-paying members are eligible for Day Events which are described on our Meetup Site: <https://www.meetup.com/CIWCLUB-ORG/>

**ELGIBILITY:** All of our trips are open to any dues-paying member and “beginner” trips are open to non-members for the purpose of evaluating the club. Non-members are asked to join (pay dues) for their second trip with the club. Anyone under the age of 18 must be accompanied by a parent or guardian for any CIWC event. Anyone attending a multiple overnight trip must be a dues-paying member in good standing (unless the trip is defined as a beginner trip). Only members may ride in the CIWC van.

**HOW TO REGISTER FOR A REGULAR TRIP: (Beginner Trip Information is below in a separate section).** In order to sign upfor a Regular CIWC trip you must go to the web site ([ciwclub.org](https://ciwclub.org/)) and locate the trip description and click “**REGISTER**”. You may pay on line (preferred) or optionally send in a check to the PO Box. When a check is received the participant is registered manually.However trips are filled in the order that funds are received with priority is given to on line payments. Areservation may be lost if the remainder of the trip fee (trip balance) is not received on or before the cancellation date of a trip. If a CIWC trip has less than 5reservations as of the cancellation date (or is severely underfunded), the trip leader may elect to cancel the trip, and the treasurer will refund any payments or give members a credit towards their next trip.

**Cancellation Date: The cancellation date is the last date that a participant can cancel without penalty of a cancellation fee. It is also the date by which the final payment must be received in order to keep ones spot on the active list. If a participant signs up or knowingly moves up from the waitlist after the cancellation date, the participant is committed to the cost of a trip. They are not due a refund unless the club cancels a trip.**

**TRIP WAITING LIST:** Once a trip is filled to capacity (typically 8-10 participants), prospective participants may still register for the wait list. If vacancies arise before the trip cancellation date, we will fill the vacancy from the wait list based on the earliest date of the trip balance payment received.

**Moving through the Waitlist to fill Vacancies:** Leaders will contact waitlisted people (in the order of their initial registration) in the event a vacancy occurs on the “active” list. When a member is contacted about a trip opening the member will have a maximum 3 days to respond with a confirmation and payment before the leader moves to another person on the waitlist.

**CONFIRMATION (Active or Waitlisted):** Registrants will be notified by system email unless otherwise arranged. The email will specify if the confirmation is for the “active” list or the “waitlist”. Administrative copies are sent to System Administrators and to the Trip Leader specified in the event setup page.

**APPROVAL PROCESS FOR PARTICPANTS:** Making a deposit does not guarantee a spot on a CIWC trip. The CIWC Board, the Trip Chair or the Trip Leader is empowered to cancel a participant for any reason including but not limited to if (in their judgment) the participant does not have the proper experience needed or the required physical conditioning, or has medical conditions that could negatively affect his/her ability to safely make the trip.Participants are also expected to agree to and follow all club policies and group norms related to their participation on trips.

**TRIP PARTICIPANT PHYSICAL REQUIREMENTS:** For trips that are rated beyond the beginner level, the leader may require a means to access the participant’s capabilities to handle trip. Examples of qualifying criteria are:

1. Complete a specific event that is intended to test the participant’s abilities. This event will be designated by the trip leader. (i.e. Overnight backpack trip requiring a hike carrying an appropriately weighted pack and camp setup; a paddling event with overnight camp requiring paddling techniques and portages, etc.)

OR

1. Have successfully completed a Club trip that is equivalent to the event scheduled as determined by the trip leader.

**TRIP PRICES:** The **trip fee** shown on our Website represents a CIWC member’s cost. Unless defined as a carpool or fly trip, the trip fee generally includes the provision of round trip transportation in the Club's van, morning and evening meals on the trail, use of shared club gear such as stoves, fuel, water purifiers, and all group cooking gear, etc. Participants need to provide their own clothing, backpack, sleeping bag and pad, utensils/plate/cup, lunches, skis, and other personal items as indicated by the trip leader. The fee does not include the cost of unplanned items that are incurred by necessity or by choice.

**PAYMENTS:** All participants are expected to adhere to the payment policy. Except for the Sneak Preview Process (detailed below) participants are to make a deposit to start the registration process and then a final payment by the cancellation date. The cancellation date is specified in the Trip Description write up.

**DEPOSITS:** The amount of a **trip deposit** is the same for members and non-members. These are the general guidelines for deposit amounts:

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A) If the total trip fee is less than $50, the deposit is equal to the total trip fee

B) If the total trip fee is $51-$100, the deposit will be $50

C) If the total trip fee is over $100, the deposit is ½ the total fee.

**All trips will need to be paid in full by the cancellation date which (depending on trip complexity) may be as much as 60-90 days prior to the trip.**

**WHEN A TRIP BEGINS AND ENDS:** Trips fall into these general categories.

* Van Trip – trip begins when the participant meets the van and signs the trip waiver and release document. (In some cases the waiver is required in advance.)
* Carpool Trip – the trip begins at the trail head, entry point or other starting point defined by the trip leader(s). Waiver also required.
* Fly, Bus or Train Trip – the trip begins at the rendezvous point as defined in pre-trip communication by the trip leader(s). Waiver also required.
* A trip ends when the group returns to the Trail Head or Rendezvous point.

**WHAT TO EXPECT ON A CIWC TRIP:** When going on a CIWC trip you will usually have two co-leaders that organize the trip. These leaders have been through both leader training and wilderness first aid training. They have spent a lot of time researching the trip, making arrangements and reservations, developing a trip plan, writing up a safety plan, determining gear needs and building a cost estimate for the trip. They have experience leading trips and many have been on the same trip before. One thing we try not to lose sight of is that is vacation time and to strive make the trip enjoyable for all. We try to have realistic trip ratings, we won’t let you get in over your head.

Prior to the trip, the Leaders will start working on a risk management plan in accordance with both the First Aid training and the trip policy. They will need to have an Emergency Contact from each participant as well as a Medical Form. They will also have a gear and equipment checklist for you to review. If you need to borrow some club gear they will note that and have it ready for you. Each person should bring their own medications and individual first aid supplies.

A big part of the CIWC culture is sharing. We share carrying group equipment and group food, work duties, cooking and clean up to make everyone’s load a little lighter.

The trip leaders will also bring group first aid supplies, and if needed an emergency communication device. They will also will bring water treatment devices like filters along with a backup system. They also will bring stoves pots and pans and utensils. By sharing this equipment, we can cut down weight for each participant by eliminating needless duplication. This gear will get split up between members of the group so make sure you leave room in your pack.

Regarding food, normally our custom is to group cook. The trip leaders will usually plan Breakfast and Dinner as a group meal. Cooking and cleanup duty is shared by all trip members as are all other chores. Lunches and trail snacks are the responsibility of each participant.

**PARTICIPANTS FURNISHING THEIR OWN FOOD:** Please let the trip leader know if you would prefer to furnish your own food.  Trip prices will not be discounted for participants furnishing their own food.  Group meals are part of the CIWC culture.  As individuals come together to prepare and share common meal cohesiveness and team building occurs.  This team dynamic can become a very important part of a successful and enjoyable trip.  Trip leaders realize there are a number of people who have food allergies, restrictions and dietary concerns.  To accommodate the varying dietary concerns can make meal planning difficult for trip leaders. Participants should notify trip leaders of dietary concern a few weeks prior to the trip and discuss possible substitutions.

It could occur that a participant may be able to eat some portions of club provided food and may also have to furnish or provide their own supplements for some portions.  Leaders may not be able to accommodate all participants’ dietary needs.  Participants furnishing their own food should plan to provide their own stove and fuel as well.  If a participant decides to bring their own food for any reason this will be allowed but does not reduce the trip price.

# TRIPS USING THE CLUB VAN: When a trip is configured to use the club van, everyone shall pay the full trip price even if they choose to drive separately to the trip destination. Exceptions to this: (1) the van is full and the trip leader approves additional participants beyond the capacity of the van. In this case the participant may receive a discount (reducing the trip fee by the van portion of the cost). (2) The participant lives near the final destination and a price adjustment is approved by the board.

**CANCELLATION**: If CIWC cancels a trip (event) all registrants will get a full refund or a credit transfer to a future trip. Same is true if a trip (event) is rescheduled and a participant has a conflict with the new date. Butif a participant needs to cancel a trip registration, you must do it by the cancellation date (given in the event description on the club website). **If you cancel after the cancellation date you will likely be charged a cancellation fee for the trip to date. No refund will be processed.**

**Cancellation Procedure for a Participant:** The participant (or representative) must communicate their request to cancel in writing on or before the stated cancellation date. This can be communicated directly to the leader(s) or to the CIWC email address ([ciwcinfo@gmail.com](mailto:ciwcinfo@gmail.com)).

**Cancellation Fee:** The cancellation fee depends on a number of factors.

* **Outfitter Fees:** Some trips require the CIWC to advance money to an outfitter, or to make other advance payments for lodging or rental fees. Each such provider will have its own policy for accepting cancellations from, and issuing refunds to, the Club. Our published cancellation date and refund practices will be based on the outfitter & lodging facility policies. Should you cancel your reservation (after the cancellation date), your cancellation fee will take into account on our ability to recoup losses of our advance payments.
* **Trip Solvency:** If the trip has a full roster (maximum as defined in the trip description) and a waitlist - and you are replaced by someone from the waitlist your cancellation fee will be waived.
* **Hardship Cases: Board Discretion --** In situations where there is a death in the family or some other extreme situation, a trip leader may bring the case to the CIWC Board for review.
* **Final Cancellation Fee determination will not occur until after the trip is complete.**

**BEGINNER TRIPS:** Beginner trips are designed as entry level overnight trips. They typically are for beginning backpacking and for only one night, but can be in certain situations can be two nights. Many of these beginner trips are released in conjunction with the Beginning Backpacking Workshop, which is usually held in the late winter or early spring. Fees for these trips are set by the board. Other beginner trips may be scheduled later in the year.

The purpose of a beginner trip is to provide an easier experience for the beginner to see and learn about the group culture of the club as well as see and learn the means and methods CIWC uses on backpacking trips.

To sign upfor a Beginner CIWC trip you must go to the web site ([ciwclub.org](https://ciwclub.org/)) and locate the trip description and click “**REGISTER**”. A fee is charged. If the trip is full you will be paced on a waitlist and there is no fee charge to be on a beginner waitlist.

**Fees for beginner trips are non-refundable. Therefore if someone sings up and then cancels a beginner trip they forfeit the trip fee. If positions open up the spots will be filled from the waitlist and participants will be invoiced as they are moved from the waitlist to the active list. Leaders are not required to take new or additional registrants in the last week before a trip.**

People who see trips on meetup will be directed to our formal website. An RSVP on the meetup site (without an actual registration on the web site) for an overnight trip is not recognized as a serious sign of interest.

**Only under certain circumstances can the beginner fee be refunded…..**

* **There is a trip cancellation by CIWC.**
* **A trip is rescheduled and the participant cannot attend the rescheduled date.**

**MEDICAL FORM AND MANAGEMENT OF RISK:**

* CIWC policy is to require a completed medical form from each participant (member or non-member) on every overnight trip. The purpose is for a leader to have in hand information to give to a first responder in case of a serious injury, illness or need for removal / evacuation from the event. The medical form will be emailed to the participant with instructions for return prior to the trip / event. All medical form records will be deleted / destroyed at the end of each trip. Therefore a new form must be submitted for every trip.
* Medical Insurance: CIWC strongly encourages participants to bring their medical insurance cards or other documentation on trips.
* Evacuation Insurance: This type of insurance is recommended when CIWC travels to destinations where evacuation / rescue service expense may not be covered by the entity we are visiting. Evacuation expenses are not covered by CIWC.

**ITEMS NOT ALLOWED:**

For purposes of safety and the well-being of all, these are not allowed on club trips.

* Dogs – please leave these at home
* Recreational drugs

**CODE OF CONDUCT**:

This code of conduct covers all aspects of conduct including communications, social media postings, and behavior at club gatherings, board or committee meetings and behavior on club trips. This code of conduct is a reflection of the Club culture and values.

* Members and all others associated with our club must comply with the CIWC Bylaws, Policies and Board decisions.
* All members will respect the privacy and personal space of others.
* People who violate the standards of our policies, our culture, our values and our code of conduct may be permanently removed from our membership and social media audiences.
  + Banning or removing someone from membership requires a majority vote of the board.
  + Banning or removing someone from our social media sites may be done by the club president and then documented in the next board minutes.
  + Removing a board member requires a 2/3 majority vote assuming a quorum is present.
* Misuse or abuse of club intellectual property or club equipment shall be unacceptable and may be grounds for removal from the club and / or social media groups

**COMMUNICATIONS:**

* Communications to and from our club email account and to and from Trip Leaders and other members will be conducted in good taste without the use of vulgarity, profanity or intimidation. Communications that do not meet this standard can be deleted from Club social media at the discretion of the administrator.
* Communications topics and discussion on Club social media should be club and trip related and not of a personal level.
* Any communication or conduct that is illegal or harassing towards another club member and not in the best interests of CIWC will be deemed unacceptable and may be grounds for banishment from CIWC or any of our social media sites.
* Postings and communications shall be in accordance with club activities or general outdoor topics that coincide with the types of trips and training that we conduct. Communications topics and discussion on Club social media should be club and trip related and not of a personal level.
* Any discourteous or controversial postings on club social media will be deleted promptly by the appropriate administrator. Those who post these will be given warning and may be removed from the group permanently.
* Postings will not be allowed regarding political or religious views or views that are contrary to club values or club policies. (see posting section below)

**POSTING OF COMMENTS:**

The following further describes the requirements for the posting of comments within any of the CIWC communications media or social media. This also applies to club e-mail, email to officers, committee members or trip leaders, social media (Facebook, Meetup) and other electronic of online media that CIWC may employ.

* Postings must be in good taste and be in family friendly language.
* Postings or comments that are not in accordance to our club trips, club events, club values and normal club activities and scope of operation may be taken down at the discretion of the club President, Vice President, Communications Chair or the specific event host or media administrator.
* We will remove any comments that include the following and reserve the right to take action against the offending party that may include banishment or removal from membership.
  + Obscene, profane, rude or vulgar language or images
  + Personal attacks, threats, intimidation or defamatory statements or offensive terms that target specific individuals or groups within CIWC.
  + Violent, hateful or racist language
  + Advocacy for any illegal activity
  + Off-topic posts, repetitive posts, spam
  + Outdated, inaccurate or misleading information
  + Promotion or opposition to political organizations, campaigns, candidates, or pending legislative action
  + Personal information, including but not limited to addresses and telephone numbers
  + Web links to controversial or off topic websites
  + Business solicitations
  + Dating Solicitations

We do not discriminate against any views but reserve the right to remove posts that violate the above policies, conditions or that are deemed inappropriate. The CIWC communications team reserves the right to close comments at any time on any or all of its social media sites.

6-23-2018 RRH