

## SENIORity Program FAQ's & Helpful Tips



### ◇ **Why can't I register over the phone for bus trips?**

**A:** The City of Saco has an anti-fraud policy which prevents Saco Parks & Recreation from taking credit card information over the phone. Your registration can only be confirmed by processing the payment. On registration mornings our staff are busy assisting the customers who are here in person first!

**Helpful tip:** Having credits on your account is the easiest way to take care of an over-the-phone transaction, but it also does not guarantee a saved seat for you until you have reached an SPR employee on the phone and have completed the transaction!

### ◇ **How do the trips fill up so fast?**

**A:** Some people are able to register online from home, and some come into the Community Center when the office. This happens simultaneously and seats are reserved in real time. The system tracks exactly who finishes the transaction first and will wait list everyone in order of completion.

**Helpful tip:** Our newsletter comes out on a quarterly basis. We suggest that you check in with us either online, or at the office when a new month begins even if you have not received your newsletter in the mail! (We can not control exactly when these are delivered!) If a trip you want is full, we strongly encourage you to utilize our Wait Lists. We use these wait lists for just about every bus trip! Those on the wait list will be the first to know if a 2nd bus trip is added.

### ◇ **Why don't you have a bigger bus? Why can't we use a large school bus to accommodate more people? Why can't we always take 2 buses?**

**A:** We are very aware that the bus trips are popular and we would love to accommodate more people on these. We have a second bus that we can use for specific venues. We will often take 2 buses to places where we don't need a meal reservation and when space allows. (i.e. the Botanical Gardens).

1.) A large school bus would have bench seats and we do not believe this would be the most comfortable setting for this group, especially for the longer bus rides. Plus, there is no air conditioning!

2.) A larger bus is not always the solution! In order to utilize a larger bus, SPR will also need to hire a bus driver with the appropriate license to drive a larger bus. Right now our priority for the current SENIORity staff is to drive the mini-bus, act as more of a chaperone on these trips, as well as to connect people and to represent the department. **We are not just a transportation service!** It would be harder and sometimes impossible to make lunch reservations for 20+ people at the some of the restaurants we like to dine at, especially if we want to keep those lunches easy, fun and exciting! Right now we also appreciate that most places accommodate our separate check requests, but this would not always be the case if our group was larger.

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3.) Renting a Coach Bus is not always the solution either. A typical rental for one of those can be around \$1,500+ for the day. This would automatically make the trips more expensive. We have done this in the past for a popular trip to Boston, and we will continue to keep that as an option.

4.) We can occasionally add a 2nd trip for those trips that are extra popular; however, this is at the limitation of our SPR staff and their already- busy schedules.

5.) Surprisingly even though some trips fill fast, we occasionally have empty seats once the trip day arrives! We try our best to pull from the wait list but we realize everyone has busy schedules! It is always a good idea to join the wait list, even if it's long!

### **Other Helpful Explanations:**

- ◇ Most trips have a max capacity of 14 participants; however, we often book special reservations for less than 10, or we utilize both buses which would allow for 28 participants. You will sometimes see a different amount of "seats available" for specific trips.
  
- ◇ We will occasionally release trip registrations at an earlier date if the venue requires deposits or minimums to be met. If new trips are added or registration dates change then we will always announce this on our Facebook page and through an eblast. If you do not receive our emails please make sure you have "opted in" to receive them, as well as that they do not get sent to the junk folder.

We appreciate your patience and understanding as we try to evolve with this growing program!!