

# Aultman Generations Program

## FREQUENTLY ASKED QUESTIONS



### **Q. How do I make and pay for my reservation?**

**A.** To make a reservation and secure your seat, contact the Generations office at 330-363-6262. You have the option to pay over the phone by credit card, by mail (check made payable to Aultman Generations), or in person at our office prior to the deadline.

### **Q. How far in advance must I make reservations?**

**A.** Reservations can be made as soon as dates are published. Popular events fill up quickly, so you are encouraged to reserve your seat as soon as possible. If we do not receive enough reservations 30 days prior to an event, we reserve the right to cancel the event, at which time you will be notified.

### **Q. If the event is canceled, or if I need to cancel, can I get a refund?**

**A.** A refund can be made if the cancellation is 30 days prior to event date. If the cancellation is less than 30 days, you must find a substitute, or if the office has a waiting list, we can help you find a replacement; otherwise, you will not receive a refund. If the event is canceled by Generations or the production company, you will receive a refund or a credit towards a future event.

### **Q. Will I receive a ticket?**

**A.** No. The event escorts handle the tickets and will dispense them to you upon arrival at the event destination. Prior to the event, the Generations office will send a confirmation letter that includes the times and dates of your reservations and other pertinent information about the event. We recommend that you bring this confirmation letter with you on the day of the event to alleviate any confusion that could occur regarding your reservation.

### **Q. Do you accommodate assistance devices such as a walker?**

**A.** Yes, as long as we know before the event. When making your reservation, please inform the Generations office that you are bringing a walker or wheelchair so that we can accommodate your needs.

### **Q. Are there restrooms available?**

**A.** All coach buses are equipped with restrooms and can be used while traveling to and from our destination.

### **Q. Are snacks, water, lunch or dinner included in the cost?**

**A.** Each event is different. Please see individual event details for specifics.



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**Q. Do you consider food sensitivities? (Gluten free, diabetic, etc.)**

**A.** Yes, as long as we know before the event. When making your reservation, please let us know your dietary needs. However, we are not responsible for any medication interactions.

**Q. What should I bring?**

**A.** If there is anything specifically related to the trip, bring it! For example, an insulated cooler or shopping money for a market trip. Otherwise, your normal pocket items and purse contents are all you will need. If other items are needed, this will be relayed to you prior to the event.

**Q. What should I wear?**

**A.** We suggest wearing layered, comfortable clothing and comfortable walking shoes. Weather will determine your attire.

**Q. Do the events include a lot of walking and steps?**

**A.** Because of the assortment of events and locations, the amount of walking and steps will vary. More information will be made available to you at the time of your reservation.

**Q. Is there a policy for a CCW license? (Concealed Carry Weapon)**

**A.** Because of the unknown policies in place at the event locations and restaurants, we request that you not "carry" on any Generations events.

**Q. Do you need my emergency contact information?**

**A.** Yes. The Generations office policy requires a signed form for emergency information, as well as a waiver of responsibility disclosure prior to your participation in an event. This form will be sent to you to complete and return to the office. The form is also available at [aultman.org/generations](http://aultman.org/generations) under the Event Registration link.

**Q. Do you have escorts for the events?**

**A.** Yes. There will be one or two event escorts on each coach trip.

**Q. What are the policies for attending scheduled Guardians game events?**

**A.** Please visit <https://www.mlb.com/guardians/ballpark/information/security> to see a list of items that are not permitted at Progressive Field.

