

FAQs

We are excited that you are traveling with us and for those of you traveling with us for your first time – **WELCOME!** We have put together a list of some FAQs for you to review. If you have any questions, please DO NOT hesitate to give us a call as want to be sure that this adventure is unforgettable!

What are your pick-up locations for a trip? We base our pick-up locations on our traveler's locations. We do our very best to pick stops that are convenient, but because of time constraints we are unable to add additional stops on certain trips. A chartered bus is only allowed to be on the road a max of 10 hours a day, so we are on a tight schedule. We are always happy to pick you up along our route as well.

Can I safely leave my vehicle at the pick-up stops? Yes. We have picked locations with large parking lots with security cameras. You can leave your vehicle or have someone drop you off.

How many bags am I allowed? You are allowed one suitcase and one carry-on bag. We will provide 2 luggage tags for you to use. Please fill it out completely and be sure both of your bags are tagged. When traveling via chartered bus, you are more than welcome to bring on the bus what I call my "Bus Bag". That is a bag I leave on the bus that may contain my magazines, neck pillow, phone charger, candy and lap blanket. You are welcome to leave it on the bus in your seat.

Should I arrive early to ensure I am sitting with my friend? Nope...we have plenty of seats on the bus to ensure that you are with your travel buddies and that seat will be your "home base" for the trip. You can make yourself at home. We will have your seat ready for you with your name on it! We will also have additional copies of schedules/maps/forms/tags. If you are traveling with others not sharing your room, be sure to let us know so we can ensure you are all together.

What time should I be on the bus? We leave on time or if we are all there, we will go ahead and take off. Please arrive 15 minutes prior to departure. We will stow your bags under the bus for you. Don't worry – we will not leave you. **There is no need to arrive earlier than 30 minutes prior to loading as you will have to sit in your car.** The bus will not pull up until the assigned time. **If you have an emergency/car trouble/delayed for any reason, please call the guide's emergency cell phone: 515-868-4141.**

Is there a restroom on the bus? YES, but please note that we understand the need and we do our best to try to stop often for quick restroom breaks and stretch your legs.

Will the bus have Wi-Fi? Yes, but a moving bus with 50 travelers on their phone results in turtle speed. There are also wall type outlets (2) at each seat for you to conveniently charge

your phones or electronic devices. Please note that if you have unlimited data, we usually turn our wi-fi off due to slow response as it will save you frustration and connect faster.

We are traveling as a group – can we have rooms next to each other? We do understand that this does make it more fun, but even if we request it does not mean that they can accommodate. With the large block of rooms, we reserve they do their very best to try to get us all on the same floor.

What happens if I buy one of everything when shopping? Well we will grant you the “Shopping Queen/King”! No fear – there is plenty of room under the bus for your shopping bags! Please note that most stores have shipping options and we do have room for packages – we may not have room for a couch. We will have extra luggage tags for you to fill out and tie on to your packages, so you can quickly tag your bags. This helps us at drop off locations to quickly grab your bags. Please be sure to write your Drop Off Location on your tag. **I would suggest tossing a sharpie in your purse.** You can sign/message/warn others to keep their hands off. Please also insert all your contact inside an outer pocket. That way in case a tag falls off you are labeled! We will have extra of these on the bus for you to tie to your shopping bags as well. ***Again – a Sharpie is your best friend!***

Can I bring my coffee mug on the bus? Yes! Please do! We want you to be happy and relax on this trip! We will have snacks/pastries/mints/granola bars/bananas/etc. for you throughout the trip as well as bottled water for you along the trip.

Can I bring my adult beverages on the bus? Yes! But you must share! You are welcome to pack bottles of wine/etc. for your hotel celebrations. We cannot drink while the wheels are turning, but more than welcome to stow it away under the bus for a hotel celebration.

Will we have restaurants nearby? Yes! When we have meals on our own, we always try to find central locations that are easy to access! We are strong supporters of small businesses and shopping locally. As a small business we realize the importance and the huge impact a bus of happy travelers showing up at your business can do for your sales.

This trip is a celebration! Awesome! We love to help you celebrate so please let us know if you are celebrating a birthday/anniversary/or other special occasion!

Will I need a jacket? Yes – we would suggest you bring one as at night it does get a little chilly. You can always leave your jacket/umbrella/etc. on the bus in the overhead compartment.

What happens if I need to change my pick-up location? Please let us know ASAP as the bus stops/assignments/etc. are all planned and coordinated.

I have a CPAP machine/walker/cane will that count as one of my 2 bags? No, those do not count towards your two bags. Please let us know and we can mail you an extra luggage tag or we will have them on departure day.

We just got into our room and OMG where are my bags! Don't panic – the staff are working as hard as they can to get all 60+ bags delivered to the correct rooms as quickly as possible. If you have certain medications or items that you must have at a certain time, we encourage you to pack them with you. Some of the hotels we will be staying at we will just have you grab your bag upon departing the bus. We have found with the smaller hotels our travelers like to have a "warm fuzzy" that their bags made it on the bus and that they can quickly get to their room to relax and get settled. If you have any issues, please call the front desk and if your issue is not immediately resolved please call/text your guide. We will handle the situation and ensure that it is resolved. We understand that "life happens" and if something needs adjusted, we are more than happy to send "Momma Jane" after them! HA!

What if I need special accommodations? Please feel free to give us a call as we are more than happy to work with you and do what we can to ensure that this trip is the best!

This is my first chartered bus trip, and I am scared. You should be! HA! Just kidding – we think you are going to love it and enjoy sitting back and enjoying the ride. No driving, no arguing, no getting lost, no dealing with hotel staff, no running out of gas, no parking hassles, no traffic stress and if you get sick of your travel buddy you will have a full bus of new friends!

I heard that a certain driver is going, can I request to be on that bus? All our drivers are the BEST! We do not know the driver until it is finalized two days prior to departure. We promise you they are all great!

I have a concern/issue/complaint? Then you always go to JANE!

I am having the time of my life! Then you always tell AMY!

Bottom line is that we have fun, and we want to make sure you have a fabulous time. We have several repeat travelers with us as we will only take a limited number of people with us on our adventures! You may enter the bus as a stranger, but you will leave as part of our MO Adventures Family. We feel we have planned the ultimate Adventure! I know that you will arrive safely back home with all the new memories, friends, and stories to share for years to come – PLUS the ultimate bragging rights for LIFE!

If you have any questions, please do not hesitate to give us a call. We will personally call each of you a week prior to our departure to touch base with you, see if you have any last-minute questions and give you some helpful tips and reminders. On this trip we are bring a variety of FUN along such as Momma Jane, Aunt Pat (mom's sister) and my main guy/support Keith! You are in great hands, and I assure you it is never a dull moment traveling with my Momma Jane and Aunt Pat. Seriously – consider yourself warned. We don't know if we are like other bus companies, but what we have been told is that we are tons of FUN, and it is always an adventure. People ask me why we do these trips – honestly it is a question I ask myself all the time and over the past years I have seen and been shown why we do what we do. I will tell you more about that as our wheels get turning.

For those who have traveled with us in the past and are going this time.... We can't wait to see you again. For those who have not traveled with us in the past.... see we do return people safely and we are super excited to finally meet you in person. Get your party pants clean!

Looking forward to seeing you ALL!

LIFE IS AN ADVENTURE.... LIFE IS NOW!

Love,

Amy