



Group Coordinator Info

4-Time Group Information -2017-2018

Thank you for choosing to bring your group to Rock Snow Park this season. Please read through the information below. It is your responsibility to communicate our policies to your group members and parents.

- **Schedule your dates! Our program is offered any weeknight** (excluding the holiday week) **after 4:00 pm & Sundays after 2:30 pm.** --Your group will choose an outing date and attend for four consecutive weeks

-Choose a *Make Up Date for your group*, this will be used only if Rock Snow Park is closed due to weather conditions or your school is closed due to weather. Keep in mind we are a seasonal winter sport—we operate in snow & cold!

- **Paperwork**

-Use the introduction letter, student info form, pricing and ski/snowboard waivers we provide you to begin your program, which you will find online at www.rocksnowpark.com/4-time-program.

-If you do all your group information by email please use the ski/snowboard pdf waiver online. We also have card stock printed forms you can pick up at Rock Snow Park or that we can mail.

-All rental forms must be labeled with your groups name in the top left, this helps us get your student form back to them for the next outing.

- **Refunds & Cancellations**

-All group payments and enrollments are non-refundable and non-transferable.

-In the event that student must drop out of group program due to medical reasons, a doctor's note must be provided to Rock Snow Park. In return, the student will receive a Rock Snow Park gift card, which does not expire.

-Rock Snow Park will not provide a cash or check refund for students who are withdrawing from the program.

-Rock Snow Park does not provide a make-up session or credit if the student is sick or has other conflicts and is unable to attend scheduled group outing.

- **Your Communication**

-It is your responsibility to communicate group dates, times and info to your group members and parents.

-In order to provide you with the best service, please refrain from having individual group members call or email our general phone number with group questions. Groups have different needs from our daily ticket customers. Direct all group members to email you, their group coordinator directly. If you can't answer the question, please contact Kristin at kristin@rocksnowpark.com and we will provide you with an answer to forward to them.

- **Weather**

-Rock Snow Park will update any hill closings due to weather conditions by noon. All closings will be posted on our Facebook page and website. Please keep in mind we are a winter seasonal sport. If your group outing has been cancelled we will use the scheduled make up day.

-It's important to let parents know to look on our website or Facebook page for closings.

• Lessons

-Students must be 7 years old to participate in our group lesson program.

-Lessons are for kids only, no adults may participate in the group lessons. We encourage adults who wish to learn to sign up online for a private lesson.

-Our 4-time group lessons are a great affordable way to teach students the basics of skiing/snowboarding. Please keep in mind these lessons are group sized lessons. If a student is struggling, please contact us so we can find the right fit for your student. *All students learn differently, a private lesson may be a better fit for a struggling student.* We want students to love this sport as much as we do, providing them with a great experience is important to us.

-All group lessons last 1 hour.

-Parents are welcome to watch lessons, but must remain off the hill and within the designated area.

-*For groups bringing elementary students (4th grade and younger)* we request that a group coordinator or parent volunteer remain on the beginner area during your groups lessons. Any students who need to use the restroom or have equipment issues will be directed to the coordinator or parent volunteer.

• Payments & Deadlines – **Due 4 weeks before your first group outing**

-Students are to return the student information form, rental form & lesson waiver along with a check written to your school/group. No individual student checks written to Rock Snow Park will be accepted. The group coordinator will submit one form of payment in the form of a check from your organization for the entire group.

-Group Coordinator will enter information provided from each member's student information form into our 4-Time Group Spreadsheet.

-The 4-Time Group Spreadsheet is available online and tracks what each member of the group will need. This will calculate your total cost per group member, as well as your final cost to be paid at the start of the program. You will need a Google account to create your group spreadsheet. If you don't have one, it's easy to create. If you don't want to create one or are having difficulty in doing so, please contact me.

-If your school/organization is tax exempt, you will need to provide the tax exemption certification with payment. If the tax exemption form is not provided, sales tax of 5.6% will be added to your total and you will be responsible for paying additional tax.

-***Paperwork and payment is due 4 weeks before your first group outing.*** One total payment should be submitted to Rock Snow Park. This can be in the form of Credit*/Debit Card*/Check/Cash, and must be received before the distribution of lift tickets and rental equipment. *Any debit or credit cards will be charged a 3% processing fee.

• Transportation & Arrival

-You, the Group Coordinator are responsible for organizing the transportation to and from Rock Snow Park, and coordinate with each parent of group members.

-Buses may drop off group members in front of the Lodge in between the two buildings. Buses should then be instructed to park in the gravel parking lot behind the paved customer lot.

-Participants should enter directly into the rental building (the small building to the right).

-No ski or snowboard equipment is allowed in the building except for rental returns. Please have group members use the equipment racks outside the ticket counter door for their gear.

• Bags & Personal Belongings

-Bags must be stored in cubbies or lockers located in our rental area.

-No Bags maybe left in the café. Bags left will be relocated to the cubby area.

-We recommend all bags and equipment be labeled with group members name, school group, and a phone number, this helps us contact the owner if left behind. *Rock Snow Park is not responsible for any personal belongings or gear that is left behind.* Lockers are available in rentals to keep your items safe, lockers are .75 cents per use.

● Arrival

-Group Coordinator will pick up rental forms and lift tickets at the Group Desk upon arrival.

-Group Coordinator will distribute rental forms and lift tickets to your group.

-Rock Snow Park will not hand out individual lift tickets and rental forms to students. Students may not check in early if group coordinator has not arrived. Please communicate your group check in time to your students and parents.

● Check Out

-Individuals will return all equipment to the Rental Department counter.

-Group forms will remain in the rental area; Rock Snow Park will collect forms and have them ready for next week's check in. *Rental forms should not go home with students.*

Overwhelmed? Don't be. If you are organized, be a group coordinator is not difficult. Here's a summary of the steps you need to take:

- 1. Work with me to select your 4 dates.**
- 2. Distribute Student Information Forms and Rental Cards & Lesson Waivers to your group.**
- 3. Collect Student Information Forms and Rental Cards & Lesson Waivers with payment from your group.**
***Make sure checks are made out to your organization directly.**
- 4. Enter your groups information in the Group Spreadsheet.**
- 5. Write a check from your group organization to Rock Snow Park for the amount indicated on the Group Spreadsheet.**

It's that simple! And I'll be there to help with any questions along the way.

Coordinating a 4-time group is a fun and rewarding process, and if your group has more than 25 people, you get a **FREE family season pass!**

Think Snow!

Kristin Kerley

Group Sales

262-229-1364 / kristin@rocksnowpark.com