

Group Leader Planning Guide

Mount Snow is a fantastic place to book your next ski vacation or day trip for many reasons. Our proximity to major cities in New England, low group minimum and competitive rates to name a few makes us a great choice to bring your group. Being a group leader can be taxing, so here is a simple guide and things to know for leaders to make booking your next trip simple and hassle-free.

Policies and Useful Information

Group Minimum

- To receive the group rate you must purchase 15 or more lift tickets starting on the same day. This can be a combination of different types of lift tickets, i.e. Adult, Youth, 1 Day, 2 Day etc. (LTS's and 6 and under tickets do not count towards total).

Office/Resort Information

- Midweek: Clocktower Building from 8:30am-1pm
- Weekends/Holidays: Sundance Base Lodge from 7:30am-1pm
Office Number: 1 (800) 451-4443

Sales Managers

- Kim Meeker (Day Groups) kmeeker@mountsnow.com (802) 464-4262
- Geoff Carney (Tour Ops/Day Groups) gcarney@mountsnow.com (802) 464-6644
- Kelly Murphy (Overnight Groups) kmurphy@mountsnow.com (802) 464-6680

Payment Policies

- Groups MUST pay with one form of payment.
- We accept cash, corporate/business checks, and all major credit cards
- Payment can be made ahead of time or when your group leader arrives at the Group Sales Office
- Special arrangements for payments can be made for certain organizations. Please talk to a sales manager for additional details.

Exchanges or Credits

- Any exchanges or returns MUST be processed **before 11am on the first day your tickets start**.
- Any returns MUST be **unused** to receive a credit.

Snow Guarantee

- If you are dissatisfied with snow conditions after taking at least ONE RUN and within ONE HOUR of the purchase of your full-day or multi-day ticket, you may exchange it for a voucher of comparable value entitling you to a return visit any day within 1 year from the voucher's date of issuance.
- On subsequent days of your multi-day lift package, you must take at least ONE RUN and you MUST request your voucher prior to 10 am.
- Group Sales CANNOT process snow guarantees, those MUST be requested at Guest Services in the Clocktower building.
- Go to www.mountsnow.com/tickets-passes/snow-guarantee for full details.

Pet Policy

- While many of us on the mountain are happy pet owners and/or pet lovers, as a mountain policy pets are not allowed on premises except for service needs.

Task List

One Week Prior

- Contact Group Sales or the Sales Manager handling your order to provide estimated numbers.
- Lift Tickets: Be sure to include number of Adult, Youth and Senior tickets requested, number of ski days and their proposed start dates.
- Rentals: Similar to lift tickets please provide information on type of rentals (Ad vs. Yth/Snr), length and start dates. Keep in mind helmet are NOT included with this price so please request additional helmets for your group if necessary.
- Ski Lessons: Discounts on ski lessons through group sales are available **only** for adult lessons (13+ years of age). Please provide number of lessons requested and for how many days. Reservations for Ski School for children are run separately from Group Sales and do not qualify for a discount. Please call (800) 889-4411 for more information on child lessons. Clinics start at 9:30am, 11:30am and 1:30pm. Lessons meet either at the Discovery Center all season long or outside of the Sundance base lodge on weekends.

Three Days Out

- Three Days before your arrival, please call the group sales office and/or your sales manager handling your order to finalize your ticket order.
- Make sure to specify whether you'll be picking up your tickets day of, or would like your tickets printed the night before and delivered to the location of your choice.
- Be sure to include final numbers for lift tickets, rentals (helmets as well) and lessons. If you have a food and beverage portion included, be sure to give a final head count.

- Provide your sales manager with a form of payment (credit cards can be saved and encrypted in our system for easy processing)

Day of Arrival

- Contact Group Sales with ETA (Provide your call back number)
- Day Bus Arrival (Where to park, where the office is located)
 - Call us at our ticket desk at **(800) 451-4443** and let us know your estimated time of arrival. If you have any changes to your ticket order please inform us to make your time in our office once you arrive as short as possible.
 - On weekends and holidays, group sales is located at Sundance Base lodge, where buses can park for the day. Midweek buses can park in Lot C nearby the Moover Drop off and Pick up zone. **Please DO NOT have buses go through the regular drop off zone closest to the Clocktower.**
 - Once your bus is parked the group leader(s) should go in to the Group Sales Office pick up tickets for everyone. It is recommended that the rest should **remain on the bus to receive tickets** as to avoid complications or confusion.

Day of Arrival Check List

- Receive all of your tickets, rentals and lessons*
 - * Keep in mind that our ticket products **look similar, with different information printed on each.** Double check each ticket as you hand them out to avoid handing out incorrect ticket products (ex. Giving a Youth lift ticket to an Adult!)
- Receive zip ties for all **lift ticket** products
- Give Group Sales a filled out First Aid Contact form
- Receive a lunch voucher for the bus driver; day bus groups only
- Receive a copy of your receipt or order total
- Receive additional trail maps

Important Phone Numbers and Extensions

Where extensions are listed, call the automated line at (802) 464-1100, dial 1, then the extension

- Group Sales Office – Direct: 1 (800) 451-4443 or ext. 4731
- Ski Patrol/Base First Aid – ext. 4337 for emergencies ONLY (802)-464-4005
- Snow Conditions – Direct: (802) 464-2151
- Child Care – Direct: (800) 889-4411 or ext. 4152
- Grand Summit Front Desk – Direct: (802) 464-6600 or ext. 6010
- Snow Lake Lodge Front Desk – Direct: (802) 464-4816 or ext. 4816
- Guest Services (incl. Lost & Found) – (802) 464-4373 or ext. 4373

- Central Reservations – Direct: (800) 245-SNOW (7669) or ext. 3430
- Group Sales Fax – (802) 464-6611

What to Bring, What to Wear

- Water Resistant Ski Pants and Jacket
- Additional Layers, including long underwear and extra ski socks. Wool or athletic socks are preferred, as they will keep you warm even when wet
- Appropriate footwear (weatherproof boots)
- Winter Hat
- Gloves – Waterproof, insulated and durable. Knit or woven gloves or mittens are not recommended.
- Goggles – We do not rent goggles, but they are available for purchase at our many retail locations around the mountain
- Scarf or neck gaiter for additional warmth/comfort

Important Forms

Please go to mountsnow.com/groups/ski-snowboard-groups to download PDF versions of all important forms

- Group Rental Waiver Form
 - Liability waiver for Group Leaders to sign for their groups' rentals
- Group Pre-Set Equipment Request Form
 - For requesting Skis and Snowboard Rentals be pre-set ahead of time
- Group Leader First Aid Contact Form