

GROUP COORDINATOR GUIDE CUSTOM OUTINGS 2020-2021



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Introduction

Welcome! Our Custom Outings Program at Mount Southington provides a fun and flexible way for schools, recreational organizations, corporate entities, or private individuals to create a group experience and enjoy snow sports together. Mount Southington offers groups with 15 or more participants, special discounted rates for lift tickets, rental equipment, and group lessons, when they book 1-5 visits during the season.

Mount Southington's Custom Outings Group program lets children, teens, and adults enjoy the excitement of skiing and riding outdoors with their friends. Certified instructors provide a supportive and fun environment. First time adventurers to experienced trailblazers are welcome!

Groups may book Custom Outings on weekdays or weekends for all-day or evening sessions and on weekday afternoon sessions. To begin the process and request your visit date(s), fill out our [Custom Outing Get Started Form](#).

Important deadlines: All Custom Outing date requests must be received at least 3 days in advance of your visit date. In addition, we will need all participants to register and sign waivers online at least 1 day in advance so that we may have your tickets ready! Learn more below.

About Custom Outings

The Basics

- Minimum age for group participation: 7 years old.
- Groups must have 15 or more registered participants.
- Participants in a single group need not be from the same school or organization.
- A Custom Outing Group may have different participants on each visit; however, we must receive your visit-specific roster each time.

- A Custom Outing may be created for one visit (a birthday party or company outing, for example) or up to five visits.
- Visits are booked during the same time slot each week, but the day may vary.
- Four ticket packages are offered: Lift Only, Lift & Lesson, Lift & Rentals, and Lift, Lesson & Rentals, and participants can either choose to ski or snowboard. Participants must purchase the same package for the entire group experience.
- Each participant receives one dated ticket per visit, specifying the type of package purchased. All visits' tickets are printed and distributed to the Group Coordinator at the time of each visit.
- Mount Southington understands that inclement weather and other emergencies may arise that can potentially prevent an entire group or individual participant from attending on a scheduled visit. Please see our Make-up Procedures (page 5).

Rentals: Ski and snowboard rental equipment is available. Those who are not renting will bring their own gear. Skiers receive skis, boots, and poles, and riders receive boots and a snowboard. Mount Southington maintains a full supply of up-to-date equipment suitable for both children and adults. Although participants reserve and pay for equipment for the entire group experience, they receive and return the equipment on each visit. Helmets are available for rental on a limited basis.

Lessons: Mount Southington offers skiers and riders a great way to learn and improve proper ski and snowboard technique, and to advance their skills quickly, all while spending time with their peers. Certified instructors make lessons both challenging and fun. Students are divided by ability during their first visit and join with no more than 10 students in a group. See the Group Lessons Details section below for more information.

Hours

Custom Outing visits are scheduled during the time slots below, and pricing is based on the time slot chosen.

Afternoon: Mon-Fri: 3:00pm-8:00pm
(excluding Holiday Periods)

Evening: Mon-Thurs: 5:00pm-9:00pm
Fri-Sat 5:00pm-10:00pm
Sun: 4:00pm-8:00pm

Daytime

Weekday: Mon-Fri: 10:00am-6:00pm

Daytime

Weekend: Sat-Sun: 9:00am-5:00pm

The Group Coordinator will request dates, via the Custom Outing Get Started Form and Mount Southington makes every effort to accommodate the selections.

Pricing (per visit)

	Afternoon	Evening	Daytime Adult (13 & up)	Daytime Junior (7-12)
Lift Ticket Only	\$31	\$31	\$51	\$43
Lift and Lesson	\$42*	\$52**	\$74**	\$68**
Lift and Rental Equipment	\$48	\$51	\$73	\$67
Lift, Lesson and Rental Eq	\$57*	\$59**	\$84**	\$74**

* Afternoon lessons are 1 hour

**Evening and Daytime lessons are 1-1/2 hours

Group Lesson Details

Weekday afternoon lessons are 1 hour in duration and begin *promptly* at 3:30, 4:30 and 5:30. It is important that students make every effort to arrive at the lesson area on time, as lessons cannot be held up for those who are late.

Participants may attend any one of the lesson times, depending upon their arrival. There is no advance sign-up for specific times.

For afternoon groups, if students have skied or snowboarded in the past, we encourage them to take the 3:30 or 5:30 lesson, so that the 4:30 lesson is available to first time or beginner skiers and riders. The 4:30 lesson is the most popular and fills up quickly.

Evening lessons are 1 ½ hours and begin *promptly* at 7:00. Daytime lessons are 1 ½ hours and begin *promptly* at 10:30am and 1:00 (weekday) or 2:30 (weekends and holidays). With 3 or fewer students, these lessons are 1 hour.

Group Coordinators and other adult volunteers are invited to hone their skills by attending free of charge any group lesson along with their group's participants!

Make-up Procedures

During the course of the season, if Mount Southington needs to close for inclement weather or other unforeseen events, we will contact the Group Coordinator via email, and will plan a mutually agreed upon reschedule date.

If the Custom Outing Group needs to reschedule due to inclement weather or other unforeseen events, the Group Coordinator must call Mount Southington **at least 4 hours** before the group's arrival. This allows us to notify our staff and instructors.

If a group visit is canceled and not rescheduled or if an individual group participant misses a visit, and the ticket has already been purchased, participants may bring their unused ticket to the ticket window at any time during the current season and apply the face value of the group ticket toward the purchase of any ticket type.

Should a participant be out for the remainder of the season due to injury or illness, they should submit a written request for a refund, accompanied by a physician's note and their unused printed tickets.

Group Coordinator Responsibilities and Benefits

Each Custom Outing Group must have a designated Group Coordinator who is the primary contact for Mount Southington. The Group Coordinator is responsible for organizing the group, disseminating information to participants, and providing on-site assistance to participants. See below for our Procedure, Checklist, and Tips!

As our thank you, Group Coordinators receive one complimentary adult volunteer ticket for every 15 participants in the group. This ticket is valid for the visit day they are accompanying the group. (These tickets have no trade in value.)

On-site Group Coordinators and Volunteers will provide their cell phone numbers to our Ski Patrol so they can be reached in case of an emergency.

Procedure, Check List and Tips

Andrea Shuster, Group Coordinator at Mount Southington, is available to answer any questions. Feel free to email her at andrea@mountsouthington.com or call her at 860-628-0954, Ext 216.

1-Begin planning

Recruit 15 or more participants from your school or recreational organization. Participants need not be from the same organization. Gather email addresses from prospective group members.

Consider whether **bus transportation** will be required, or if participants will be providing their own transportation. Some schools or organizations can help arrange the bus service.

Determine one of two **payment method** options: 1) Participants pay Mount Southington directly via credit card using our online system, or 2) Participants

pay you or the school/organization, in which case Mount Southington receives a lump sum payment covering all group participants, from you or the school/organization.

2-Contact Mount Southington to request dates

Fill out the online Custom Outing Get Started Form. This form enables you to **request your group dates and times**, and **select your group payment option**, i.e., whether participants will pay Mount Southington online directly, or will pay you or the school/organization, who will then forward a lump sum payment to the ski area.

3-Contact participants to register and pay

Mount Southington will reply to your Get Started Form and visit date requests with an Introductory Email including:

- your group's confirmed visit dates
- Group Participant Registration Form link (all participants must complete this form and waiver, even if not paying Mount Southington directly)
- a unique Group Code and Password, which will be used for participants' payment (if that is the Payment option you have chosen)
- an Excel Worksheet template to track participants (optional/if helpful)
- Ski Patrol Contact Link for Coordinators/Volunteers

Forward key group information (dates, transportation, etc.) and the online Group Participant Registration Form link to your prospective participants and encourage them to sign up! The online form will be used to request rentals and electronically sign our waivers, and it will take them directly to our Payment System if needed.

4-Track registrations and finalize payment

Encourage all participants to complete their online registration and payment by the deadline provided by Mount Southington.

If you have chosen to enable participants to pay Mount Southington directly, use this [Group Leader Login](#) link to track registration status and follow up with individual participants as needed.

If you have chosen to provide a lump sum payment to Mount Southington, please be sure to have collected your individual participant payments, and be

prepared to provide a single check made out to Mount Southington Ski Area before each visit.

Mount Southington will ensure that there are no registration forms/waivers outstanding.

5-Complete Ski Patrol Form

Use the [Ski Patrol Form link](#) to provide contact information for the Group Coordinator and any additional volunteers to the Mount Southington Ski Patrol. This is due before your group's first visit.

6-Send Welcome Email to participants

Mount Southington will provide an email template for you to forward to your participants prior to the first visit. The email will provide a reminder of our mountain policies, safety rules ("Know the Code") and other information for participants.

6-Pick up tickets

Mount Southington will provide your group's tickets when you arrive for each visit, or if arranged separately, we will provide them to you in advance.

A Note on Registration

All parents/Guardians will use our new online Group Participant Registration Form to:

- Provide Mount Southington with important contact information
- Reserve rental equipment, if needed; and
- Review and electronically sign our required waiver(s)

Participants must fill out the Group Participant Registration Form first, before proceeding to one of three payment options below.

If you and/or your designated volunteers are planning to ski or ride, you must also complete our Group Participant Registration Form and sign our waivers, but payment may not be required.

For Participants Paying Mount Southington Directly:

When the registration form is submitted, the link to our Payment System will be provided to complete the process. The System will automatically calculate the amount owed.

For Participants Paying Schools Directly:

Group coordinators will track all participants and the packages they have selected and paid for in a Group Tickets Worksheet. Participants may need the coordinator's assistance calculating the total amounts owed, which will include the total price for all visits (e.g., \$30 x 5 = \$150) plus any optional transportation cost. Mount Southington will provide an Excel template, which may be of assistance, though you may also use your own document.

For Groups where Coordinator or Organization is Hosting/Paying:

Following completion of the Group Participant Registration Form, no further payment action is required for participants. The coordinator will contact Mount Southington to arrange full payment via check or credit card.

Group Tips!

- Provide a special identification for your group participants, such as an armband or button. This helps Mount Southington staff and your volunteers keep track of the group.
- Remind students to be properly dressed. Skiing and snowboarding are winter sports and temperatures go down with the sun! If a child's attire is not appropriate and deemed a health hazard, they may not be allowed in a lesson or on the slopes. Avoid knit mittens, scarves, and long hats.
- Arrive on time to lessons, as they cannot be held up for individuals who are late!
- Please familiarize yourself with our Skier Responsibility Code below. In addition, feel free to print this page and distribute hard copies to your group. We will also provide a link to the code in our Welcome Email template for your convenience.

Know the Code -- Mount Southington Ski Area

Your Skier/Rider Responsibility Code

1. Always stay in control and be able to stop or avoid other people or objects.
2. People ahead of you have the right of way. It is your responsibility to avoid them.
3. You must not stop where you obstruct a trail or are not visible from above.
4. When starting downhill or merging into a trail, look uphill and yield to others.
5. Always use devices to help prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the knowledge and ability to load, ride, and unload safely.

Mount Southington's Courteous Skier/Rider Policy

We at Mount Southington believe all skiers and riders have the right to a safe and pleasant place to ski. Equally, each skier and rider has the responsibility to protect others' rights to the same skiing/riding experience. Therefore, the Management, Rangers, Ski Patrol, and Ski School Instructors are authorized to rescind the privileges of anyone who creates a nuisance or endangers themselves or others. Dangerous or undesirable conduct is:

1. Foul language
2. Lift line cutting or skiing/riding at excessive speeds
3. Refusal to use the safety bars provided
4. Jumping from the chairlift or bouncing the chair
5. Removing hazard markers, flags, or poles
6. Unauthorized or unpaid skiing or riding through race courses
7. Use of alcohol or drugs

Safety Bar: While riding the chairlift the safety bar **MUST** be used as prompted by signs upon loading and before unloading. Also, to avoid slipping off the chairlift sit with your back against the chair and remain facing forward. No horseplay, for safety sake! **Use of Helmets:** Mount Southington recommends the use of helmets. In some situations, they can be helpful in avoiding an accident. Helmets may be rented on a limited basis from our rental shop. Helmets may also be purchased at our Ski Shop and at local ski stores, and should be properly fit to maximize their effectiveness. For further information on this topic please visit The National Ski Areas Association website at:

https://www.nsaa.org/NSAA/Safety/Lids_on_Kids.aspx

Resources: Links to Forms and Information

- [Custom Outing Get Started Form](#)
- [Group Participant Registration Form](#)
- [Group Coordinator Payment System Tracking](#)
- [Ski Patrol Form for Coordinators and Volunteers](#)