

GROUP COORDINATOR GUIDE AFTER SCHOOL GROUPS 2020-2021



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Introduction

Welcome! The After School Group program at Mount Southington provides a multi-week snow sports experience for schools and other recreational organizations. Mount Southington offers groups with 15 or more participants, special discounted rates for lift tickets, rental equipment, and group lessons, when they book four or more visits during the season. Participants pay in advance for their visits.

Mount Southington's After School Group program lets children and teens 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!

The name "after school" is a bit of a misnomer. Although many groups attend in the afternoon or evening on weekdays, Mount Southington also offers mid-day weekday groups (typically Home School) and All Day and Evening groups every day of the week.

About the Program

The Basics

- Available to children in Grades 3 and up.
- Groups must have 15 or more registered participants.
- Participants of a single group need not be from the same school or organization, and teachers, parents and siblings in grade 3 and up may join.
- After school groups typically book 4 to 6 visits per season; a minimum of 4 visits is required.
- Visits are booked during the same time slot each week, but the day may vary by the group, as needed.
- Participants commit to all visits in their group program and pay in advance for their group participation.
- 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 beginning of the season.
- 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. Our Make-up Procedures (see page 5) provide options that enable the pre-purchased tickets to be used.

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

After School Group visits are scheduled during the time slots below.

Afternoon: Mon-Fri: 3:00pm - 8:00pm

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

Weekday (typically Home School): 10:00am - 3:00pm

Group activity is limited during holiday periods, such as school vacation weeks and long weekends.

Ticket/Package Pricing (per visit)

	Afternoon	Evening	Weekday
Lift Ticket Only	\$30	\$31	\$32
Lift and Lesson	\$39*	\$52**	\$43**
Lift and Rental Equipment	\$44	\$51	\$50
Lift, Lesson and Rental Equipment	\$51*	\$59**	\$60**

* Afternoon lessons are 1 hour

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

Lesson Details

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. Weekday lessons are 1 ½ hours and begin *promptly* at 10:30am. (With 3 or fewer students, these lessons will be 1 hour.)

After school group lessons are scheduled as a group and will be made up if the entire group reschedules. An individual participant who may miss a group lesson will not be able to make it up.

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 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.

When a group visit is rescheduled, participants wear the dated ticket of the original date.

If a group visit is canceled and not rescheduled or if an individual group participant misses a visit, Mount Southington offers two make-up options for the missed visit during the current season.

- 1) **Exchange:** Participants may exchange their unused ticket (lift and rentals only) at the ticket window, any day during the group's time slot (e.g., 3:00pm – 8:00pm) during the current season, non-holiday periods. Unfortunately, because of scheduling constraints, any lesson portion will be forfeited.
- 2) **Face-value credit:** 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 towards the purchase of any ticket type.

To make the exchange or to receive the face value credit, please provide original tickets that have not yet been attached to wickets and jackets.

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 After School 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 families, and providing on-site assistance to participants. See below for our Procedure, Checklist, and Tips!

As our thank you, Group Coordinators for groups of 25 or more, with 5 or more visits receive a complimentary Season Pass. We appreciate your attention and commitment! In addition, one adult volunteer for every 15 or more participants in a group will receive a complimentary lift ticket 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.

If desired, recruit an additional **adult volunteer** or two to assist your students, depending on the size of your group. Remember, one adult volunteer for every 15 participants in a group will receive a complimentary lift ticket for the date of the visit.

2-Contact Mount Southington to request dates

Fill out the online After School Group 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
- a unique Group Code and Password, which will be used for participants' registration and payment
- an Excel Worksheet template to track participants (optional/if helpful)
- Ski Patrol Contact Link for Coordinators/Volunteers
- Group Participant Registration Form link

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 **December 1**.

If you have chosen to enable participants to pay Mount Southington directly, use this 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 provide a single check made out to Mount Southington Ski Area by **December 21**.

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-Pick up tickets

Mount Southington will contact you when your group's tickets have been printed and are ready for pick up. Expect to hear from us around December 15.

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 two 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 \times 5 = \150) plus any optional transportation cost. Mount Southington will provide an Excel Spreadsheet template, which may be of assistance, though you may also use your own document.

After School Group Tips!

- Distribute individual tickets to your group participants on the day of each visit, not all at one time. If you do choose to distribute them all at once at the beginning of the program, it is incumbent on participants (and their parents!) to remember to bring the correct, dated ticket on each visit. Remember: original printed tickets are required if a student misses a group

visit and wants to make an exchange or use its face-value toward a new ticket.

- 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.

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>

After School Group Resources: Links to Forms and Information

- [After School Group Get Started Form](#)
- [Group Participant Registration Form](#)
- [Payment System Link](#) – for participants
- [Track registration status](#) - for coordinators
- [Ski Patrol Form for Coordinators and Volunteers](#)