

A guide to trip planning for Day Group Leaders visiting Sugarloaf

Thank you for being a Group Leader. This kit will provide important information about your upcoming group trip to Sugarloaf and a time table listing of the information your Sugarloaf Group Service Representative will need to ensure the success of your group trip. Please remember to pass relevant details along to your group members. We have found that the more information your group members receive prior to arrival the smoother the arrival goes.

Call us with questions or ideas that will make the Sugarloaf trip stand out in your group members' memories!

Sales/Service: 800-643-8231 x 6785 or direct: (207) 237 - 6785



SUGARLOAF



SUGARLOAF POLICIES AND INFORMATION

NON-SMOKING POLICY: PLEASE INFORM ALL GROUP MEMBERS Sugarloaf is a Smoke Free Resort.

LIFT TICKET INFORMATION:

ANY PRICING DISCUSSED WILL BE WRITTEN UP IN A PROPOSAL AND SIGNED BY BOTH PARTIES FOR EACH TRIP

- Any information **advertising Sugarloaf group ticket sales must be proofed and approved** by your Sugarloaf Day Group Sales manager in advance.
- Please confirm with your group members that everyone has their correct lift ticket.
 - **If tickets are lost** replacements will need to be purchased at the regular price.
 - If you find you have **ordered extra tickets** we can arrange for a refund or credit. For this to be arranged the tickets **must be returned to the Group Ticket Counter** (located in the Base lodge) **by 10 am** on the first day the ticket is valid. Any tickets returned after 10 am on the first day the Ticket is valid are not eligible for a refund/credit.
- **Snow Guarantee:**

We know that Mother Nature can offer some interesting weather patterns. Though we cannot be responsible for the weather, we understand that sometimes you may not be satisfied with the conditions. Guest Services will trade your lift ticket for a voucher within the first hour of opening or if conditions cause the mountain to be unable to offer ski-able terrain. **Please be advised that your group members MUST pick up any vouchers directly at the Guest Services desk** (located in the base lodge) **on THE SAME DAY THE VOUCHER IS REQUESTED FOR.** We cannot issue vouchers after that day or after the group departs. **If the group member chooses not to claim their voucher that day we will be unable to issue one on a future date.**

ONE WEEK PRIOR TO ARRIVAL:

1. It is the Group Leader's responsibility to confirm the following information with a Group Service Representative a minimum of **3 - 7 days** prior to arrival:
 - **Ticket Orders** – an estimated order is needed for the number of adults, juniors, and Nordic skiers. Lift tickets can be added or subtracted at the last minute.
 - **Equipment Rentals**- if rentals are needed and are to be included in the invoice paid on arrival, we must know how many group members will be renting before your group arrives.
 - **Outdoor Experience Program** – The completed worksheet must be emailed or faxed back to Sally with the correct clinic level and age of each participant. We inform and set up the instructors for you 7 days in advance. Check in is at 9am, then rentals will be fit and the classes head out at 10am sharp for 2 hrs.
 - **Perfect Turn Ski School**- offers several programs. For first-time skiers/riders we recommended that they enroll in our Learn-To-Ski or Snowboard program. If you know people in your group are interested in these programs, **please inform us 5 – 7 days before they arrive**. Reservations are required. Adult clinics (ages 15+) meet at the Perfect Turn Hut above the Beach area; they start at 10:15 am & 1pm.

The Learn to Ski / Ride professionals will fit your first time skiers/riders with special equipment. At 9:30 sharp, Skis equipment is fit in the GLM room on the first floor of the base lodge and Riders get fit and meet their coach in the rental shop (3rd floor).

Students going thru the ski school will get their equipment in the Children's Center located **on the first floor, check in is at 9am**. All other equipment will be picked up in the rental shop on the top floor of the base lodge.

- **Children's Programs** – Sugarloaf offers programs for children from age 3 to 14. These programs can be scheduled for either half or full days and can include lunch. Please advise your group members to contact our Perfect Turn Ski School office directly to make reservations for the children's programs (**reservations are required and no group discount is available**). Reservations can also be made on-line at our website @ sugarloaf.com or call 237 – 6924.
- **Anyone under 18** - Please have completed liability forms filled out in advance for the service rep.

ARRIVAL AT SUGARLOAF:

SPECIAL INFORMATION FOR OUR GROUPS ARRIVING BY BUS:

- **ENROUTE:** We request that you call us on the way here with an updated arrival time. You may call Sally directly by calling the ticket desk: **237 – 2000 x 5023**. Please advise us of your location and estimated arrival time. Updating the Group Service Department with **your estimated arrival time is especially helpful if you encounter a delay** or are running ahead of schedule.
- **Check-in is 8 – 10 am** at the Group Ticket desk located on the first floor of the Base Lodge. Be sure to discuss your arrival time with the Group Service Staff. *Please be on time for any lessons we reserve for you.*
- When you arrive at the mountain the Group Leader will check in the complete group, pay the balance due, and meet the rest of the group in the King Pine Room where he or she will give out the tickets.
- Bus drop off locations will be coordinated with you prior to arrival. Sugarloaf shuttles may be used to move group members from the drop off location to satellite units.
- Let everyone know to **dress warm** and wear good **boots** for walking in the snow. The bus will be unloaded in a central location and it is a short walk to the Base Lodge.
- Any ski school participants must be on time, 9am is the recommended time of arrival.

RESORT INFORMATION:

- **Health Services:** A physician's assistant is available to aid sick and injured guests daily. If you need to contact Health Services directly during the hours of mountain operation they may be **reached at X6995**. In the event that a group member needs medical attention outside of these hours the Mount Abrams Health Center in Kingfield may be contacted at 207-265-4555. For emergency situations 911 Emergency Service should be contacted.
- **Current resort information:** The current resort snow conditions, weather, trail reports and other resort information is available on TV Channel 17 (WSKI), by calling the Sugarloaf snow phone at 207-237-6808 or on-line at www.sugarloaf.com.
- **Group Sales and Services:** If you wish to visit the Group Sales and Service office we are located in the Administrative Building at the base of the Sugarloaf Super Quad. Stop by and say hello!

PETS: If you or one of your group members wants to bring a pet to the mountain we can recommend one of the local kennels for you.

Our web site, www.Sugarloaf.com is your source for the most current resort information. Look there to find:

- On-mountain Restaurants and Retail Stores information * Calendar of events * Current resort conditions and weather
- Children's Programs and Child Care information / reservations * Driving directions and Resort maps * First time Visitor Guide

AND MUCH MORE! Thank you for organizing your group trips with Sugarloaf. We want to hear your feedback on how to make group trips easier to organize. Let us know what we could do better because we want to see you and your group again. Hopefully, year after year!

What Every Group Leader Should Know Making the most of your day trip

Day Group Arrival:

- The Day Group Desk (located on the First Floor of the Base Lodge) is open from 8:00 until 10:00 am. The Lifts Start running at 8:30.
- We recommend **arriving by 9:00** if any of your group members are **taking lessons** (reservations required).
- If you are arriving **by bus**, the bus driver can unload in the drop off area of Parking Lot A, located below the Grand Summit Hotel, then park in the bus parking lot across from Parking Lot D.
- If your group is arriving in **separate cars**, park in the closest lot available, shuttles run through each lot on a regular basis to bring you up to the Base.

Tickets, Rentals and Clinics:

- It is recommended that the Group Leader **contact** The Day Group Sales Manager at least **2 weeks prior** to your trip to reserve your space and to give an idea of the products you may need and an estimate as to how many per product.
- We need all **reservations for lessons 4 days in advance** to staff accordingly, age and clinic level is needed. Final ticket numbers need to be called, faxed or emailed in (2 days in advance) so your tickets can be ready for you upon arrival. We have a ticket order work sheet to help you organize this information. Adjustments can be made or called in the morning of your arrival.
- **One form of payment** is due for all services (lift tickets, rentals, and clinics) at the time of ticket pick up unless prior arrangements have been made. We accept cash, checks, and all credit cards.
- Any changes must be made by 10:00 am. on the day of your visit. **Returns** must be handed in at this time in order to receive a refund.
- **Ticket distribution** runs most smoothly if the Group Leader picks up the tickets and **meets** the rest of the group in **the King Pine or Maple room** located on the **second floor** of the Base Lodge. Cubbies and coin-operated lockers are available in this area to store bags. Groups are not to meet near the Day Group Desk as it causes congestion, especially on busy days.

Rental Equipment:

- The Rental Shop is **located** on the third floor of the Base Lodge: please allow at least 30 minutes for your group to go through the rental process.
- It will help if your rental forms are filled out in advance, upon request we will email or send these forms to you.
- Any children signed up for ski school will go through the children's department for their equipment.
- **Learn To Ski** participants will get their equipment in the GLM room, located on the 1st Floor of the Base.
- **Helmets** are for rent in the Children's Center and in The Rental Shop or sold in the Ski Shop.

The Perfect Turn Ski/Ride School:

- **Lessons must be reserved in advance.** Please record each participants **age and ability level** on the Work sheet provided. On weekends there are no group discounts for Children's clinics (ages 14 and under), to enroll a child in The Perfect Turn Ski School call: 237-6924.
- **Adult Clinics (ages 15+)** run for 90 min and **line up at** the Perfect Turn Hut at **10:15** grouping according to ability. Participants must be able to turn and stop, otherwise we recommend the Learn To Program. The Hut is located just above the beach area, lessons head out promptly at 10:30.
- **The Learn To Ski/Ride Program** for first timers **starts promptly at 9:30.** At this time the instructor will fit your equipment for you.
Skiers (ages 15+) go to the **GLM Room** located on the first floor of the base Lodge (equipment is here).
Riders (age15+) will meet their coach on the third floor in the rental dept.
Children (ages 10 – 14) learning for the first time will go into the Children's Center (located on the First Floor of the Base Lodge) where they will get their equipment (right here) and meet their coach.

Outdoor Experience Program: Our educational program held weekdays only,

- * **starts at 9:00 am** in the rental department for *large school groups*,
- * **smaller groups meet** and get equipment in the children's center.

Once all students have their equipment, they head out with their coaches at 10am, and **return at noon.**

- * **The completed** Outdoor Experience **worksheet** must be emailed or faxed to your Day Group Sales Manager **5 – 7 days in advance.**
- **Liability Forms** are required for those under the age of 18. We will email or send these to you upon request. The group leader will give the completed forms (signed by a parent or guardian) to The Day Group Service Manager upon picking up their tickets.

Phone numbers you may need:

Ski Patrol: 237 – 6994

Anti-gravity Center: 237 – 5566

The Outdoor Center: 237 – 6830

Day Group Sales Office: 237 - 6785

Child Care Reservations: 237 – 6804

Snow Phone (up-dated daily): 237 – 6808

Guest Services (lost & found): 237 – 6931

Sugarloaf Health & Fitness Club: 237 – 6946

Day Group Ticket Counter: 237 – 2000 x 5023

Security (lost items of greater value): 237 – 6961

Day Group Sales Fax: 237 – 3768



What to wear and how to prepare:

Layers: Dressing in layers, moisture wicking material (not cotton), is the best way to go. **Water resistant snow pants and jacket suitable to weather and temperature.**

Pants: Wear a pair of pants that will *shed* the snow. It helps if they are a bit loose in the legs.

Long underwear: It is a good idea to have long underwear appropriate for outdoor active wear (NOT cotton). Try to *avoid* the kind with *a strap that goes under your foot*.

Socks: Carry **two** pair of good ski socks with you to *put on just before your ski or snowboard boots*, if not, your feet sweat in snow boots and then your wet sox freeze in ski boots ☹ Change in to fresh sox *just before you head out to shred the nar in the morning & put fresh sox on again after lunch!*

Gloves or mittens: Well insulated, waterproof, and breathable materials are best. Knitted materials are not effective, they get wet quickly.

Hat: If not wearing a helmet, also bring a neck gaiter & a face mask,

Goggles: We recommend goggles to keep the face warm, keep your eyes from watering and keep the sun's glare out of your eyes.

Helmet: We do not require helmets but *strongly recommend* them, we rent helmets and they are also available for purchase.

Dermatone: it will help *protect your skin* from frost bite and sun damage (Vaseline works to protect skin from frost bite too).

Handy Things to Have in your Ski Bag just in case:

Toe and hand **warmers** (if below 20 degrees Fahrenheit). **Dermatone:** it will help protect your skin from frost bite and sun damage (Vaseline works too). **Sunscreen** (spf30) a **water** bottle. **Extra** mittens and sox. Healthy **snacks**.

Get a good night's sleep, eat a great breakfast and hydrate often *before & during your day on the slopes!*

Forgot Something? The Sugarloaf Ski Shop is the heart of the village; the folks there are very intelligent about snow sports and very friendly too! 237 - 6990

Sugarloaf Release of Liability

Please read carefully before signing

Participant Name _____ Age _____

Parent Name (of minor) _____ Home Phone _____

Address _____ Emergency Phone #1 _____

_____ Emergency Phone #2 _____

Insurance Co. _____ Policy # _____

Any medical problems to be aware of such as: drugs, allergies, seizures, etc. _____



IN CONSIDERATION of receiving permission from SUGARLOAF, to enter upon the lands and premises of SUGARLOAF (the "Premises") the receipt of such permission being hereby acknowledged, and in further consideration of receiving permission to participate and receiving the benefits of participation in any race, contest, program, special event or other activity held at the Premises, the receipt of such permission and benefit being hereby acknowledged, I hereby release Sugarloaf, its agents, officers, directors, owners, servants, and employees, of and from any and all liability, claims, demands, actions and causes of action, whatsoever arising out of or related to any loss, damage, or injury, including death, that I may sustain, or to any property of mine, while in, or upon these Premises, or any Premises leased to, owned by, sanctioned by, or under the control or supervision of SUGARLOAF, or enroute to or from the Premises, or any other Premises leased to or under the control or supervision of SUGARLOAF in connection with or related in any way to said race, contest, program, special event, or other activity.

Being duly aware of the risks and hazards inherent upon entering upon said Premises and/or in participating in any race, contest, program, special event, or other activity held at said Premises. I hereby elect to voluntarily to enter upon said Premises, knowing the present condition of the Premises and knowing that said condition may change and become more hazardous and dangerous during the time I am upon the premises. I hereby voluntarily assume and accept all risks of loss, property damage or personal injury, including death from any risks or negligence of any kind, that I may encounter while on Premises, and that may be sustained by myself or to any property of mine while in, on or about said Premises, whether or not connected with or related in any way to said race, contest, program, special event or other activity, including any alleged negligence in the operation, maintenance or design of the Premises on the part of SUGARLOAF or any of its officers, directors, owners, agents, or employees. I also agree to indemnify and hold harmless SUGARLOAF for any claim for any loss, damage, and injury including death that may be sustained by me or to any property of mine, under said circumstances.

I further agree that any claim which I may at any time bring for any reason against SUGARLOAF, or any of its agents, offices, directors, owners, servants, and employees or any disputes arising out of the use of the SUGARLOAF facilities, shall be submitted to the jurisdiction of the State or Federal court in the State of Maine, and that no claim or action shall be brought in any other jurisdiction. This release shall be binding upon myself, and my heirs, next of kin, guardians, trustees, executors, and administrators.

The undersigned further authorizes and gives consent to be transported to medical help by ambulance and/or treated by a physician or any other medical personnel if medical assistance and/or treatment is needed. I agree to accept full costs for all treatment associated with this injury.

In signing the foregoing release agreement, I hereby acknowledge, represent and warrant:

- a) That I have read the foregoing release, understand it and sign it voluntarily.
- b) That I am 18 years of age or older and am of sound mind, or if less than 18 years of age, I have discussed this matter fully with my parent(s) or legal guardian. A PARENT OF LEGAL GUARDIAN MUST SIGN IF I AM UNDER 18 YEARS OF AGE.
- c) That I am not an agent, servant, or employee of SUGARLOAF and/or any of the agents, officers, servants, or employees of the promoter(s).

IN WITNESS WHEREOF, I have hereto set my hand this _____ day of _____, 2011 for the 2011-2012 ski/snowboard season.

I have read and understand all of the above and fully agree with all of its terms.

NAME _____
PRINTED SIGNATURE

AGE _____
Signature of parent/legal guardian if participant is under 18 years of age

Sugarloaf Day Group Ticket Order Worksheet

Group Name:

Leader Name:

Cell phone # :

Products:

Lift Ticket

Rental Package

Program/Clinic

Student's

Cost

Trip Date:

Adult

**Young
Adult / Sr**

Ski/SB

Helmet

Ski

Snowbrd

**Ability
Level****

Age

**Total per
per\$on**

Ages 19-64

Ages 6-18

select one

ratings below

(if under 18)

Group Member Names

Price:

\$5

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22

TOTAL AMOUNT # ordered

TOTAL AMOUNT DUE \$

7 days before your trip, please submit this Worksheet to Sally via: **FAX** 237- 3768, **email:** szagnoli@sugarloaf.com, or **phone:** 237- 6785

3 days prior to your trip: please submit any **final adjustments**.

**** Please indicate ability level**

1 - First Timer / Learn to Ski/Ride * additional fees apply *

2 - Comfortable on Green Trails

3 - Comfortable on Green and Blue Trails

4 - Comfortable on all levels of trails