



Group Coordinator Info

4-Time Group Information -2017-2018

Thank you for choosing to bring your group to Little Switzerland 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 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 Little Switzerland is closed due to weather conditions or your school is closed due to weather...Keep in mind we are a seasonal winter sport, we do 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.littleswitz.com under "Bring A Group".

-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 Little Switzerland 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 Little Switzerland. In return, the student will receive a Little Switzerland gift card, which does not expire.

-Little Switzerland will not provide a cash or check refund, for students who are withdrawing from the program.

-Little Switzerland 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 Jen at jen@littleswitz.com we will provide you with an answer to forward to them.

• Weather

-Little Switzerland 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 of the Warming Hut.

-*For groups bringing elementary students (4th grade and younger)* we request that a group coordinator or parent volunteer remain in the warming hut 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 Little Switzerland will be accepted. The group coordinator will submit one form of payment for the entire group.

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

-You will be provided an Excel spreadsheet to track 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. This spreadsheet can be found on our website.

-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 check for your groups total payment should be submitted to Little Switzerland, payment must be received before the distribution of lift tickets, rental equipment and club card.

• Transportation & Arrival

-Group Coordinator will be responsible for organizing the transportation to and from Little Switzerland, and coordinate with each parent of group members.

-Buses may drop off group members in front of the Chalet, please have students enter at the side ticket counter door upon arrival.

-No equipment is allowed in the building with the exception of rental returns. Please have group members use the equipment racks outside the ticket counter door for their gear.

-A sign in your bus window with your groups name helps students locate your bus on busy nights when additional groups are here.

• **Bags & Personal Belongings**

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

-No Bags maybe left in the café or the upstairs Chalet restaurant, 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. *Little Switzerland 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. Ski key locks are available for purchase in our pro shop to keep your equipment safe.

• **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. Little Switzerland will provide you with a check in table in the café.

-Little Switzerland 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.

- At the end of the night group rental forms will remain with the rental department; Little Switzerland will keep the forms and have them ready for next week's check in.

Ready to Return your Paperwork – Please mail or drop off **Due 4 weeks before your first group outing**

- Printed Copy of Spreadsheet & email a copy to jen@littleswitz.com

-Signed Rental Cards and Lesson Waivers, all rental forms need to be labeled with your groups name in the left corner.

-Student Information Form

-Submit one check for your groups total

We look forward to having your group join us on the slopes of Little Switzerland this season.

Think Snow!

Jen Gilmore / Group Sales

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