



## HELPFUL GUIDELINES FOR GROUP LEADERS

### General Information:

- A group is categorized as 20 or more people made up of families, friends, club members, schools or youth groups, businesses or corporations and other organizations. Groups must purchase a minimum of 20 paid tickets beginning on the same day in order to qualify for group rates. Groups that arrive with less than 20 persons will be referred to our retail lift ticket locations.
- The group leader (one member) is responsible for the transaction and the distribution of all lift tickets and all other additional products. The group leader must provide one form of payment upon arrival or prior to arrival.
- One complimentary lift ticket will be provided for every 20 tickets purchased (i.e. 21<sup>st</sup>, 42<sup>nd</sup>, 63<sup>rd</sup> are free). Comp ticket(s) to be issued will match most frequent paid tickets ordered.
- For group reservations for tickets, rentals and lessons please contact the Group Sales Center at least 48 hours in advance, with a product count and the most updated ticket order. Call us at 800-78-OKEMO or fax us your request at 802-228-2430.
- All group ticket and rental transactions will take place in the Group Sales Center. When you arrive at the Group Sales Center, please have the following information ready:
  - Quantity of lift tickets you will need, by age category;
  - Quantity of rental equipment and what rental package type (ski or snowboard).
- Reservations are required in advance for lessons in order to be guaranteed availability and group rates. Either have the adult or parent of a child under 18 complete the Lesson Reservation form found in our Helpful Forms section and fax or mail it to Group Sales at least 5 days before arrival, or obtain a **group code** from Group Sales which will enable group members to call our Ski + Ride School Call Center and order and pay for their lessons at the group rate.
- **Cell phones:** The Group Sales Center would like to stay in touch with the group leader in case of an emergency. If you have a cell phone, we require that you register your personal phone number with us at the time of arrival.
- Youth group leaders should bring waiver forms to First Aid at the beginning of the ski day with a list of all participants skiing/riding that day just in case of an injury.

### Rental Equipment Information:

- Rental forms can be emailed to you in advance so group members renting equipment can save time by filling them out in advance.
- Any group member renting equipment must have a signed and completed rental/liability form. The group leader should bring these forms into the Group Sales Center upon arrival. Visit our online Helpful Forms page to download as many rental forms as you need for your group.
- If renting be sure to review the Skier Type Chart, located on the online Helpful Forms page, to determine which category of skier matches your style. (this is not a lesson ability level chart)
- If members of your group are renting equipment, please make sure you have a credit card available for a group deposit imprint. A credit card imprint is required for all rentals. No minimum

is necessary for group discounts on rental equipment packages or ski/snowboard lessons. Be sure to fill out a Group Rental Deposit and Liability Form – available online.

- For your safety: If your group is renting equipment and staying overnight slopeside or in the Okemo Valley, please be sure to bring your equipment back to your lodging property each night.
- Remember to return your rental equipment to the rental shop at the end of your visit. Equipment that is not returned will be charged to the credit card on deposit.

#### **Arrival and Departure:**

- **Where is the Group Sales Center?** The Group Sales Center and the Group Sales Parking Lot is the first right side parking lot you will come to as you follow the access road (Mountain Road) .5 miles to the Clock Tower Base area.
- **Groups Traveling by Motorcoach:** Please have your motorcoach driver pull into the lot, and your driver will be instructed on where to park. The Group Sales Center is located in the back of the parking lot. When you arrive, keep your group on the bus while the group leader goes into the Group Sales Center to pick up the group's tickets.
- **Groups Traveling by Car:** Non-bus groups should determine a meeting spot prior to arrival for ticket distribution. Any changes to ticket orders must be made by the group leader in the Group Sales Center no later than noon that day.
- **At the end of the day:** Remind everyone in your group of your departure time and set meeting places for everyone to check during the course of your ski day. The lifts run from 9am until 4pm Monday through Friday, and from 8am until 4pm on Saturdays and Sundays.

On behalf of the Group Sales Team, we hope that we have provided some helpful tips to make your group trip go smoothly at Okemo Mountain Resort. Just another way we can show you the Okemo Difference!

Please call us with any questions at the Okemo Sales Center: 1-802-228-1795