

# What Every Group Leader Should Know

**Any pricing discussed will be written up in a proposal and signed by both parties before each trip. Any information advertising Sugarloaf group ticket sales must be reviewed by your Sugarloaf Day Group Sales coordinator in advance.**

Please contact the Sugarloaf Group Office at least 2 weeks prior to your trip to reserve your space.

## **One Week Prior to Arrival:**

Rental & liability forms should be distributed filled out and ready for arrival.

Special arrangements need to be reserved: Ambassador to meet the bus, safety talk, snow making/grooming tour.

The Ticket Order Form needs to be submitted 3 – 5 days prior to arrival by emailing [Groups@sugarloaf.com](mailto:Groups@sugarloaf.com) or by fax at 207-237-3768 so Sugarloaf will be ready for your arrival. Final ticket numbers must be received 48 hours prior to arrival.

## **Day Group Arrival:**

### **Parking**

If arriving by bus, the bus driver can unload in the drop off area of Parking Lot A, located below the Sugarloaf Mountain Hotel, then park in the bus parking lot across from Parking Lot D. An Ambassador will be happy to greet the group and share information about the resort. If arriving in separate cars, park in the closest lot available. Shuttles provide transportation through each lot on a regular basis to the Base Lodge.

### **Tickets**

The Day Group Desk is conveniently located on the first floor of the Base Lodge and is open 8:00 until 10:00 AM. All tickets must be picked up by the group leader. One form of payment is due for all services at the time of pickup unless prior arrangements have been made. Any changes to the ticket order must be made prior to 10:00 AM. Groups meet on the second floor of the Base Lodge in either the King Pine or Maple room. *Groups are not to meet in the lower level of the Base Lodge.*



## Rental Equipment

The Rental Shop is located on the third floor of the Base Lodge. Allow at least 30 minutes for the group to go through the rental process. The process can be simplified if rental forms are filled out in advance. Each participant needs to provide height, weight and shoe size for correct fit of equipment.

*Any children under 14 years of age signed up for ski school will go through the children's department for their equipment. Any Learn To Ski participants (First Experience) will receive their equipment prior to their lesson in the Introduction/"Guaranteed Learning Method (GLM) room, located on the first floor of the Base Lodge. Learn To Ride (First Experience) will receive equipment at the rental shop on the third floor of the Base Lodge.*

## The Perfect Turn Ski/Ride School and Clinics

**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 or [online](http://www.sugarloaf.com/eStore/) at <http://www.sugarloaf.com/eStore/>.

Lessons must be reserved at least 5 days in advance. Please record each participants age and ability level on the work sheet provided.

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 Ski or Ride program. The Hut is located just above the Sugar Shack, lessons depart promptly at 10:30.

The Learn-To-Ski/Ride Program for first timers (ages 15+) begin promptly at 10:30. Snowboarders will go to the rental department on the 3rd floor between 9:30 -10am to pick up equipment. Skiers go to the GLM Room located on the first floor of the base Lodge. Skiers will receive equipment in this location.

### Outdoor Experience Program (weekdays only)

The completed Outdoor Experience worksheet must be emailed or faxed to your Day Group Sales Manager 5 days in advance. Additional participants are welcome and can be added on up to 48 hours prior to arrival.

Sign in begins at 9:00 am, plan to arrive before 9:30 to allow time to be fitted for rentals. Rental location and meeting place will be arranged with Group Leader in advance. Students will have lessons from 10 AM until noon.



## **Liability Forms**

Liability Forms are required for those under the age of 18. Sugarloaf 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 Representative upon picking up their tickets. They are then taken and kept on file.

## **Snow Guarantee**

Mother Nature can offer some interesting patterns. Though Sugarloaf cannot be responsible for the weather, it is understood that sometimes a customer may not be satisfied with the conditions. Guest Services will trade a lift ticket in for a voucher credit within the first hour of opening or if conditions cause the mountain to be unable to offer skiable terrain. Please be advised that your group members must pick up any voucher credits at the Guest Services desk (located at the Base Lodge) on the same day that the original lift ticket is valid. Sugarloaf is not able to issue vouchers after the departure that day.

Lost Tickets need to be replaced at retail prices unless there requester had proof or purchase or the group leader is available with group receipt and authorizes the attendance.

## **Skier/Snow Responsibility Code**

Failure to comply with the Skier's Responsibility Code while at Sugarloaf can and will result in loss of ticket. No funds will be returned. Full safety information can be found on the [Sugarloaf](#) website.



## What to bring for your trip to Sugarloaf:

Dressing for winter conditions is key to having the best experience here at Sugarloaf. Dress in layers starting with long underwear. On the outside have water resistant snow pants and a jacket that can zip closed. Gloves or mittens should be well insulated and waterproof. Knitted or fleece material will get wet and cold quickly.

Bring your socks to change into right before putting on your boots, not the ones that were worn all the way from home. It's a good idea to bring ones not made of cotton to wear out on the hill. Have a warm hat and neck gaiter or face mask. Goggles keep the face warm, keep the glare out of and protect the eyes. Sunglasses are a comparable alternative on a warmer day.

Helmets are not required. They are available for rent or purchase and are recommended.

Pack a bag to keep in the Base Lodge. Toe and hand warmers are very useful keep a pack of each in case you need them. Sunblock will protect you from both sun and cold. Extra mittens and socks are always recommended. Have a water bottle to rehydrate during lunch.

Get a good night's sleep, eat a great breakfast and hydrate often.

### Forgot Something?

The Downhill Supply Company is the heart of the village; the folks there are very intelligent about snow sports and very friendly too.



## Arrival Time and Meeting Places

The Day Group Desk is conveniently located on the first floor of the Base Lodge and is open from 8:00 until 10:00 AM. All tickets must be picked up by the group leader. Any changes to the ticket order must be made prior to 10:00 AM. Meet your group on the second floor of the Base Lodge in either the King Pine or Maple room. Groups are not to meet in the lower level of the Base Lodge.

## Parking

If you are arriving by bus, the bus driver can unload in the drop off area of Parking Lot A, located below the Sugarloaf Mountain Hotel, then park in the bus parking lot across from Parking Lot D. An Ambassador will be happy to greet your group and give information on locations and safety. 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 Lodge.

## Forms

Sugarloaf offers a sample ticket order form for your use in organizing the ticket, rentals and lessons needs.

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 Tickets upon picking up their tickets. The forms are then taken and kept on file.

## Rentals and Lessons

The rental department is located on the third floor of the Base Lodge. Allow 30 minutes for your group to go through the rentals process. If your group has arranged for lessons, arrive by 9:00 to allow time for rentals and lesson sign up.

