

MILESTONES

Target
Date Completed

Within One Month of Trip Assignment:

Contact monitor as soon as possible, right after training session.
 Prepare flyer, obtain monitor's approval. This is required!
 Contact Tour Operator to review arrangements
 (Air tickets, number of rooms, parties, bus, lift tickets, etc.) What are your deadlines? Start by knowing your deadlines so you are not surprised by a phone call or email from the Tour Operator or your monitor.
 Request brochures, trail maps, and information on ski area from /Tour Operator Tour Operator/web site Usually, these are sent to you by the Tour Operator as soon as he gets them. In some cases, materials will come from the resort, so check with the Tour Operator first, he/she usually will provide your name to the resort and a resort rep will call/contact you.
 Set up participant ledger, expense record, and deposit acknowledgement letter. Respond to payments, checks or PayPal, with 3 days of receiving. There is a trip management Excel file available from an experienced leader, Bernie Gilbert or posted on the web site.
You are required to verify membership status before you confirm someone. In 2016, the new site will do this automatically as part of the registration process. The SCWDC is a member organization, do not confirm someone until you know what is their status., If the signup is from a non-member, do not confirm until you have a promise to join...sometimes a participant may contact you directly. The rules are, non-members cannot join the trip until 65 days before trip departure. Yes, we all want to fill the trip. If you trip leaves in February, then a non-member signing up in November, has to join as a member, to go on the trip. If you think you have an exception, discuss with your monitor. Members of other Blue Ridge Ski Clubs can join the trip at the member price.

Within Three Months of Departure Date:

Determine date the airline tickets (e-tickets) will be available (all airlines, issue e-tickets).
 Notify participants of pre-trip gathering date and details about a six weeks before the chosen date. It is a good idea to hold the pre-trip party not later than 4 weeks before the trip.
 Invite your monitor and Tour Operator to pre-trip gathering, although the Tour Operator rarely attends
 If appropriate, select trip assistant from among trip participant. Discuss with your monitor, your trip size, only a few trips qualify for an assistant and compensation for the assistant, your trip monitor will tell you.
 Some resort restaurants are very hard to get into, if you are asking during the week of skiing. You might be able to make reservations for special dinner outings, party room, mountain party, etc. Consider also, some locations (like Vail), are not suitable to setup for 40 –some participants to come to one area of a restaurant. The W/I committee and your monitor or past leaders to the same location, will have suggestions based on your trip destination. Ask for advice.

Target Date Completed

Within Eight Weeks of Departure Date:

Finalize trip letter for distribution at pre-trip party or email to participants. Every participant must receive a pre-trip letter.

Hold pre-trip party, Saturday or Sunday's are best, for the ease of convenience for your various participants, coming from Maryland, DC, or Virginia, given rush hour traffic during the week. This is your call, do the best you can.

Submit voucher for miscellaneous expenses and any other payments
Some leaders choose not to ask for an advance payment for slush fund parties. Your monitor can explain this.

By date specified by the Tour Operator submit:

Flight manifest. You should be ready to do this days before your contract deadline. Ask your Tour Operator to confirm, what is the date? Do not be surprised or just getting the list ready at the deadline date, know what the date is, and do your homework before the date. Failure to meet a deadline can cost SCWDC big bucks!

Rooming List. (Same As Above), Know Your Submission Date

Call Tour Operator to confirm:

Lift ticket arrangements, number, payment, pick up, etc.

Flight schedule, number of seats

Ground transportation arrangements

Within Two Weeks of Departure Date:

Final Invoice: the Tour operator will normally send a final invoice to you and the SCWDC Financial Manager. You and the Financial Manager will independently verify the line items on the invoice. You need to plan to spend time on this, comparing participant payments to the costs on the invoice, the result is a final check issued to the Tour operator.

Finalize the "tentative" trip schedule and distribute to participants. Your trip letter should say, that the schedule is tentative and subject to change at the destination resort, "Please look at the trip leader's condo door for notices or a sign board in the lobby dedicated to the SCWDC trip."

"Changes Happen", everyone on the trip should look daily for possible changes. Leaders may use email to social media/email to announce changes, but each leader should try to post a paper notice somewhere on the property because not everyone has a smart phone or computer on the trip. Alternative: If there is a happy hour that night, one person from each condo can be asked to come and pass the word back to the others. If you want to get a slush fund check issued and haven't already done it, turn in a voucher two weeks ahead of time.

Pick up supplies from club office (orange streamers, evaluation forms, miscellaneous funds check, etc.) All of these, except the check, is a requirement. Listen in the training session.

Turn in all participant checks to the office before trip departure. This is a club requirement!

Target Date Completed

Call airline to confirm flights or ask the Tour Operator to do so.

Call Tour Operator to confirm arrangements, last-minute changes, etc. (Yes, the Tour operator should call you, but be sure.)

Target Completed
Date

Two days before & then the late afternoon before, check weather forecast for the departure day at both the departure location and your airport final destination. You can only change what is in your control: Do you need to move up the departure time because of difficult weather conditions? Do your homework, and move up departure time to adjust to questionable weather conditions. If your lodging staff is picking up luggage and skis from participants, then all of the participants need to be notified of the time for bags to be outside. Often, the lodging staff will distribute a notice to every room stating the time to place bags outside the door. Another possibility is for participants to take ski equipment the night before to a central location, thereby speeding up the next day's luggage collection.

Call bus company and airlines the day before departure to confirm times, locations, and any other details. Airlines now offer an automatic notification service – text message or voice mail to advise of schedule changes – consider signing up for this.

Plan last night social gathering for awards, announcements, etc. It can also be a “clean out the refrigerator night.” Most important, it is critical to have every participant to know when to put their luggage outside their condo door and the time to be at the meeting place to board the bus. A straggler could delay bus departure and cause a travel problem.

Remind participants of departure time and check-out procedures, including paying for any incidental expenses - long distance phone charges?

Call airlines in the morning before departure from lodging to confirm flight status

Meet the bus at the agreed upon time. The bus companies are now asking for leader cell phone numbers, so the bus company driver may call you when he/she arrives. Do a roll call before departing using your participant list, and a good double-check is to ask a member of each condo to verify that everyone from that condo is there.

After the Trip:

Return all supplies and left over items to club office

Turn in Trip Participant Evaluations (if you carried them home)

Process all trip participant refunds within 10 days of arrival home

Submit financial statement (within 30 days or explain why not)

Submit Trip Leader Activity Report (within **30** days) to the W/I chair.

(All forms are on the web site) If something isn't clear about what amount to provide in any area, ask for help, don't struggle, from Brian Chollar , Financial Manager, your W/I monitor or Bill Johnston.

List of Key Suggestions by Bill Johnston

- A) Every week, submit "Dashboard" participant signup info to Ken Eng. If possible, send to him on Sunday, he sends the "Dashboard" email on Monday. He asks for this on the basis that the web site signup count might be less than the actual count that only you know.
- B) Confirm participant information - Government ID name, DOB, Gender, Lift ticket purchases. Because most application forms are hand-written, Bill follows the practice of asking each participant to confirm by email, a form that contains their info, name spelling, DOB all standard trip payments and lift ticket purchases. Note: this form contains the DOB. Do not send a document to all participants that includes the DOB for everyone. Bill's version of this form is in the Excel file he provided. Now, this is not a Trip Leader requirement. You could also phone participants. One more point to mention is that the SCWDC membership database may not have the "Government ID" name of the participant. My SCWDC record has me as Bill Johnston but my ID is William Blair Johnston. This difference is true for many members.
- C) Submissions to the travel agent by a certain date: - rooming list; airline manifest; lift ticket purchase list. All of these have travel agent specific dates. Also, because WS&S's has requested this, you will send periodic emails about how the trip is selling, how many 7 and 6 day airline seats are needed. WS&S has 46 seats reserved, and likely your trip size will be 32 or under, he wants cut back at some point, especially between 6 and 7 day. Note that the travel agent must submit the airline manifest to the airline by a certain day or the seats will be turned back into the airline.
- D) Pick a date and hold a pre-trip party, as early as six weeks before the trip departure and sometimes as late as two weeks before. This is a SCWDC trip requirement. Usual length of party is 2 hours. The goals of the pre-trip party: participants meet each other, leader talks about the planned schedule and responds to questions. Those people who are looking for a ski buddy can look for one there. Note: Bill's experience in the last several years: only about half of the participants attend the pre-trip party. Sometimes it is possible to hand out the pre-trip letter at the party. Bill's practice has been to issue the trip letter after the pre-trip party, so any important question and answer at the pre-trip party can be added to draft trip letter. Because of the ability to issue the trip letter by email vice postal mail, the trip letter issue date can be around 2 weeks before trip departure. Bill J held the 2016 pre-trip party in early December 2015, to avoid conflicts with holiday travel and other participant commitments. Where to hold? Leader's house; restaurant; a participant's house. Serve or buy light snacks; if held in a house, it is possible to serve alcoholic beverages. Discuss with monitor.
- E) Create and send the trip letter to participants. This is a SCWDC trip requirement. Most of it can be written well before trip departure. You can get prior leaders' trip letters from those individuals, so you don't have to create from scratch. Trip letters should be sent not later than 2 weeks before trip departure.
- F) Prepare the rooming list to participants as part of trip letter. Some leaders don't include the rooming list in the trip letter – prefer to wait until closer to the departure date. Get advice from trip monitor.
- G) Verify the accuracy of the Travel Agent's final invoice to SCWDC. It varies, sometimes the travel agent will send this to you and SCWDC office 1-2 weeks before trip departure, sometimes the travel agent doesn't send until just a few days to trip departure date. Whenever, You review that invoice, verify how many participants and what type (ground only, single supplement, lift tickets. When the invoice is settled before the trip, SCWDC makes a final payment to the travel agent. Brian Chollar our friendly financial manager will help you...this is not the inquisition, but occasionally a trip leader will miss a transaction. Because Brian (or the new web site) records all participant payments, your

records of payments should agree with the payments recorded in SCWDC records. So if there is a difference, you and Brian work this out, locate the reason for the difference.

H) Send the Emergency contact list to SCWDC office in the week before trip departure.