



SKI CLUB OF WASHINGTON, D.C.

SKI FLIGHT TRIP LEADER'S MANUAL

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Ski Flight Trips Program

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I. INTRODUCTION

This manual will assist leaders in the management and execution of a ski trip sponsored by SCWDC's Ski Flight Trips Program. This manual will have many references to the Ski Flight Trips Committee, to be abbreviated as the "Committee."

Its contents reflect the experiences of many previous trip leaders and will assist leaders by:

- Making the Trip Leader's job much easier
- Maintaining SCWDC's Policies, processes and procedures
- Ensuring that trip participants are properly informed.

Many tips will be covered in the trip leader training session, which lasts between 2-3 hours. You are required to attend trip leader training, as conducted the Committee. There will be so much information discussed at that session that it may be difficult to remember everything. Use this manual after the training for reference.

REMEMBER -- This is your trip! While this Manual will give you the framework for running your trip, there is still plenty of room for your own creativity and ideas. Don't be afraid to try something new but do check with your Monitor before implementing any changes. The rest is up to you -- GOOD LUCK!

II. HELPFUL HINTS FOR THE TRIP LEADER

The following are hints to aid in planning and leading a successful trip:

Read this Manual! You should be familiar with your responsibilities as a trip leader. Create and update your trip's milestone schedule (Appendix 1)

READ AND STUDY THE CONTRACT as soon as you receive it. It is extremely important to understand the terms and conditions stated in the contract. It is a legally binding document and failure to meet the provisions of the contract may result in substantial penalties to the Club. It contains important deadlines set by the airline or the Tour Operator. Often, these cannot be extended as they are fixed deadlines that cannot be changed because "you may need to go out of town or have a personal issue". ADVICE: Prepare early to meet the deadline.

Remember to allow sufficient time to get a voucher signed, a check written and mailed to the appropriate vendor, trip participant(s) or yourself. This can take 1 to 2 weeks! Don't submit a voucher and expect a check the next day. Currently, the Committee prepares all vouchers for Tour Operators and pre-positions these in the office ahead of the contact deadline...hence, you the trip leader aren't usually involved to generate those vouchers. But the "final payment before the trip" is the exception, you as trip leader will be asked to verify the participant count in each category (full trip package, ground only, no lift tickets, etc.). You, your Monitor, and SCWDC's financial manager will communicate to arrive at an agreement on the final payment amount.

Keep a current list of participants with addresses, phone numbers, email addresses and male/female ratio for lodging purposes. From the beginning, match your trip sign-ups to available "pillows", for example, (1) you must normally not assign an unrelated female and male to the same bedroom (2) everyone must have a regular bed, not a sofa or a rollaway, unless special circumstances prevail. THIS IS AN ESSENTIAL TRIP LEADER DUTY; don't guess! and ask for help from your Monitor. It's a good idea to have your Monitor double-check your work as your sign-ups progress and especially the official submission to the travel agent. Be aware of the tour operator's deadline! (It's covered later in this manual.)

The Club's current process is for all participants to mail their payment checks (made payable to SCWDC and marked with the trip name) to the Club office. If a participant gives you or mails you a payment check, confirm that it is filled out correctly and then mail it immediately to the Club office. Promote your trip, particularly through the use of flyers. This is extremely important. Get your flyers to as many Club activities as possible. The office manager may take them there, but he/she is not going to know your trip details as well as you do.

Obtain/keep receipts for all expenditures. Submit them with the Activity Financial Report. During your trip, you should "have a system" to place all receipts into an envelope/notebook, so plan your system before you leave on the trip.

Familiarize yourself with the following financial forms and the policies and procedures pertaining to them: deposit slip (blue); voucher (green); transfer forms (pink); and the Activity Financial Report (yellow). Keep a copy for your records of all vouchers, deposits and transfers for the preparation of the Activity Financial Report. Keep copies of your trip's Activity Financial Report and all attachments until your trip has been audited by the Club's Financial Manager.

Participants who cancel must notify the leader in writing. DO NOT process a refund for a person who cancels after the non-recoverable deadline until you have full payment in hand from a replacement. Your Monitor will help/advise you.

Stay in contact with your Monitor. Please update your Monitor at least twice monthly (on the 1st and 15th) of your participant counts so that the website and SkiGram can be updated.

III. PRE-TRIP LOGISTICS

Pricing the Trip

The price of your trip is determined by the Committee in accordance with Club policy. Pricing is based on negotiated contracts for land and air packages and generally include air, lodging, lifts, slush fund, bus transfers, club assessment, and contribution to trip leader comp. Refer to the pricing worksheet you have been provided for specific details with regard to pricing for your trip. Be aware that there may be airline surcharges (including fuel surcharges) added to the trip price at the time of ticketing. Any flight surcharges included in the original price are included in the compensation awarded to the trip leader, but any surcharges added after the initial contract are expected to be paid by the trip leader as well as participants.

All reasonable efforts should be made to convert any fringe benefits offered into a lower cost or increased benefit for the participants. All compensations earned by Western/International ski trips are the property of SCWDC, and their disbursement is determined at the discretion of the Committee. Under no circumstances may a trip leader realize a personal profit, or the appearance of a personal profit, as a result of a SCWDC activity.

You may have requests for ground-only packages and/or single supplements (participants who do not want to share a room). Please note that only complete trip packages count towards meeting your trip leader compensation, and if you sell too many ground-only packages or single supplements, you may not be able to meet the requirement for a full comp. In addition, too many ground-only packages and/or single supplements may cause your trip to fall short in the utilization rate with the airline. Furthermore, should a ground-only or single supplement participant cancel, it may be difficult to replace the participant with a similar package. If an airline seat was released, it may not be retrievable at a later date. Please check with your Monitor before selling ground-only packages or adding participants as single supplements. Any applicant who wants a ground-only package must sign a copy of the Ground Only Acknowledgment included as Appendix 3. Any applicant who takes a single supplement must sign a copy of the Single Supplement Acknowledgement included as Appendix 3a.

Single Supplement Pricing – Please be very careful when quoting a price for a single supplement. Your contract will often contain a price for a single supplement, but this is NOT the price that should be quoted. This is strictly the Tour Operator’s supplemental pricing for lodging. It does not include a contribution to trip leader comp, prorated share of bus transfer for one person, and additional assessment. The actual figure for a single supplement is the one shown at the bottom of the pricing worksheet that was provided to you. For any questions, please contact your Monitor.

Trip Leader Comp – For each paying participant, the trip leader earns a pro-rated amount towards their final trip price. The trip leader may earn up to 100% of the trip price. For more details, see the trip leader compensation tab on the pricing spreadsheet that you have been provided for your specific trip.

Planning the Trip

Pre-trip logistics involve the planning necessary to ensure that the trip runs smoothly. There are many details which must be attended to in advance of trip departure and the more carefully and thoroughly these details are attended to, the more likely that you will have a successful trip.

The Committee is responsible for contracting for air, lodging, and ground transportation; this is accomplished through a bid process with various tour operators. The Committee also issues vouchers and pays the Tour Operators for the air, lodging, ground transfers and lift ticket packages. Copies of all contracts and correspondence as well as copies of submitted vouchers will be provided to the trip leaders. Leaders are not authorized to sign any contracts (like for trip expansion), send confirmation letters to vendors, or purchase lift tickets unless specifically authorized to do so by the Program Chair.

As soon as possible after you are assigned a ski trip, you should contact the tour operator to introduce yourself and to confirm details of the contract. Some of the items that may require your involvement include:

- Lodging (particularly bedding configuration)
- Air and ground transportation
- Trip Insurance
- Ski instruction and rentals
- Lift tickets
- Social gatherings and other planned activities during the trip

Lodging Most Tour Operators prefer that all contact with the lodging facility (hotel, motel, condominiums, lodges, etc.) be done through them and will insist that all changes go through them. Usually, the Tour Operator is responsible for dealing with the lodging representative until the week before your trip. You will furnish the Tour Operator with your room assignments (each person in a particular hotel room or condo), and the Tour Operator is responsible for sending this to the lodging facility. Do not hesitate to call the lodging facility directly if you have any questions or concerns that the Tour Operator is not properly or promptly addressing, but keep your Tour Operator informed of these conversations). Before dealing separately with the lodging facility, please discuss with your Monitor and Tour Operator.

- Points to cover in your initial conversation with the Tour Operator may include:
- Name and title of contact at the lodging facility
- Bed and bath configuration for all condo reservations. Flexibility in sleeping arrangements, i.e., pullout sofas, loft bedroom, etc.
- Availability of a bulletin board
- Availability of a party room and policies regarding food and beverage services
- Amenities available at lodging facility (bar, pool, hot tubs, restaurants, etc.).

Be sure to follow up your conversations with an email message or a letter documenting and confirming any agreements reached or promises made to you. Keep the lodging facility or agent informed of your plans so they can best serve you.

Bedding: SCWDC generally contracts for minimum occupancy of a unit, that is, two persons per bedroom and no use of pull out sofas, etc. Thus, a three-bedroom condo unit will sleep 6 people, a two-bedroom unit sleeps 4 people, etc. Hotel accommodations are for 2 people per standard room.

We work very closely with the suppliers on bedding, and we usually know well in advance what the bedding configurations are. However, hotel and condo managers, and therefore Tour Operators, make absolutely no guarantees about individual bedding. We are guaranteed only the number of "pillows" in the type of units contracted for on the minimum occupancy basis, not the individual bedding configuration. This means that you could end up with fewer total beds than needed based on the couples vs. singles mix on your trip.

You should draw up a bedding chart based on your known or anticipated bedding configuration and fill in this chart as people sign up. That way, you will know when you have run out of beds and can only accommodate couples or people willing to share a bed. This is very important when you are trying to fill the last few spots on your trip. You may need to advise the last few signups that they will either be sharing a bed or sleeping on a sleep sofa in the living room (this needs to be confirmed as not all condos have these sofas). If they do not agree to this, please do not confirm them on the trip. Unless otherwise provided for by the contract, any charge for additional bedding will be the responsibility of the participant(s) electing for a roll-away. Any modified bedding arrangements should be confirmed via email to avoid any misunderstandings during the trip.

A 4-person or 6-person condo or a two 2-person hotel room means that only that number of people may be comfortably assigned to that unit. Do not assign additional people without first discussing this with your and Tour Operator.

Assign units and beds as people sign up for your trip, based upon their preferences and the known bedding situation. Beds should be assigned on a first-come, first-served basis. In the event that there are more single participants than single beds available, beds should be assigned in order of the date the deposit check was received (either note the date of deposit on your ledger, or save the envelope w/postmark). Be honest with your participants and explain that even though every effort will be made to accommodate their preferences, individual beds are not guaranteed.

The trip leader is responsible for any additional charges if he/she requests any upgrades for him/herself.

Air Transportation - Contracts, which include the air transportation, were finalized before a leader was assigned to the trip. Each trip leader is provided a copy of the contract(s) pertaining to his/her particular trip.

Most of our contracts involve a fixed, guaranteed airfare. **READ YOUR CONTRACT CAREFULLY** and be aware of all obligations (i.e., seat utilization rate), penalties, cancellation dates, etc., that are specific to your trip's contract. The contract will specify the deadline for providing participant names to the Tour Operator, as well as deadlines for submitting name changes without penalty. You should contact your Tour Operator as soon as you are assigned the trip to discuss your responsibilities and to determine what is expected of you and when.

SCWDC will continue to follow government travel rules for both domestic and international travel. For all travel, travelers must provide their complete name as it appears on the government-issued ID they intend to use when checking in. This can be a driver's license or a passport for domestic travel; a passport is still required for all international travel. If a middle name or middle initial appears on this ID, that same information should appear on the listing provided to the Tour Operator for ticketing purposes. TSA also requires that we provide date of birth and gender for each traveler. This information should be collected on the application form which appears on your trip flyer. Please do not share date of birth information with anyone other than the Tour Operator to respect the participants' privacy!

Some items to cover with your Tour Operator:

- Deadline for submitting name changes without penalty.
- Date and type of tickets to be issued (e-tickets are now the industry standard).
- Additional baggage charges participants should anticipate upon check in.

Handling of special situations, such as someone flying separately from the group. Ask whether the Tour Operator wishes to handle ticketing and receive payment directly from these participants. It used to be, that Tour Operators could take their time and set up a reservation that the participant had time to evaluate. Now, airlines require payment within 24 hours and it has become too difficult, **IN MOST CASES**, for the Tour Operator to make these types of reservations. This procedure has changed in the

last several years, and leaders should tell any participant who is authorized to make his/her own reservations, to make those reservations on their own. This subject will be covered in trip leader training. As noted above, that most SCWDC contracts require a minimum number of airline sets (seat utilization rate), so you, the leader must abide by that number.

Closer to the departure date, you will need to determine the following:

Number of pieces of luggage each participant is allowed to check and to carry on. Usually, this will be (1) one suitcase for clothes and personals, (2) one ski bag and one boot bag (which may be counted as one bag), and a small carry on item per participant. Airlines are now routinely charging for both the first and the second bag, Southwest is the exception. This is the responsibility of each individual participant but you should reiterate this information in your trip correspondence.

Check-in procedures at airport. In the past, trips were processed at a group check in counter; however, with stricter security requirements and electronic tickets, group check-ins are becoming the exception. Please check with your Tour Operator to determine what the check-in procedures will be for your group. Current security procedures require that each participant check in individually and have photo ID (drivers license or passport) available.

Use baggage identification tags. The Tour Operator may provide you with baggage tags which may be distributed at the pre-trip gathering. These should be filled out by participants and affixed to their luggage. It's optional to do it ahead of time, before check in at the departure airport, but not later than boarding the bus at the destination airport. For those not attending the pre-trip party, you can have extras available at the airport in case needed.

These baggage tags are important! Many lodging facilities use these tags to help get luggage quickly and efficiently to the proper condo unit or hotel room. This is particularly important when many groups are checking in at the same time.

Ground Transportation - Transportation between the airport and resort is usually provided by a chartered bus and included as a part of the total land package.

Trip leaders should contact Tour Operator several weeks prior to departure to confirm the arrangements, obtain the phone number and contact person of the bus company, and work out any special requests such as stops for food or beverages en route. The Tour Operator sets up the bus contract, and you will be told about the time allowed for a grocery stop. The trip leader should either provide a gratuity to the bus driver either by using part of the "miscellaneous funds" for the trip or by taking up a collection from the participants on the bus. In SCWDC experiences, bus drivers are helpful and depend on some gratuity for their service as part of their livelihood.

Some of the items to review with your tour operator relative to ground transportation include:

- All arrival and departure times.
- Exact pick-up and discharge locations. Any restrictions regarding food and drinks on bus (alcoholic drinks may not be allowed).
- Payment schedules, if applicable (generally payments are made by the Tour Operator)
- Information about bus—number of seats, lavatory facilities, PA system, DVD system, etc.
- Names and telephone numbers to call upon arrival at the airport if there is any problem with the bus.
- Stop for refreshments and applicable fee. Set this up ahead of time with your Tour Operator and obtain directions and exact address in case the bus driver is not familiar with the area.
- Confirm any special arrangements with the bus company in writing.

If the lodging facility is not within walking distance of the ski slopes, the ski area usually provides regularly scheduled shuttle service to and from the slopes (i.e. Park City). Check with your Tour Operator for exact

schedules and costs (if any) for this service, closest bus stop to the lodging facility, etc., and make this information available to your participants. If a chartered bus is used to get to and from the slopes (i.e. Powder Mountain/Snow Basin, if staying in Ogden), the arrangements should be reviewed and confirmed as described above.

Trip Insurance – Basic trip insurance (via our sponsor Travel Protectors) is offered to participants of domestic ski trips at a cost of \$21/pp. The same trip insurance package is included in the price for all European trips, including an amount for the trip leader’s insurance cost. This is termed “emergency medical assistance and repatriation.” If a ski trip participant wants coverage for more risks, including flight cancellation or travel interruptions or delays, the participant must purchase this at extra cost. Some participants may also wish to purchase “cancel for any reason” insurance, which typically must be purchased within a few weeks of the trip registration.

Recreational Race - Recreational racing has been discontinued on most ski flight trips due to increased prices for setting up club races at the ski resorts, declining interest among participants, and SCWDC budget constraints. However, Blue Ridge Ski Council (BRSC) trips still offer recreational racing. If you are leading a BRSC affiliated trip, check with the BRSC representative for information and assistance in setting up the race.

For non-BRSC trips, if you wish to have a recreational race, contact the NASTAR representative at the ski resort. The rep will assist you in offering the participants an opportunity to participate in a NASTAR race. Any costs would be paid by the racing participants.

Ski Instruction and Rentals - It is the trip leader's responsibility to obtain information and costs on lessons and rental equipment for participants who may be interested in these services. This information can generally be obtained from the ski resort and/or its website. In some cases the Tour Operator will make the arrangements for the leader. They may require payment in advance, which means the trip leader must obtain payment from trip participants. Some Tour Operators offer a rebate to the Club for any rentals ordered thru their specified rental provider. Check with your Tour Operator to see if this applies and, if so, promote this through your trip correspondence. Another facet, a “ski delivery” business have grown up, shipping your skis from home to destination and back; also there are ski rental businesses at resorts which will deliver skis and fit to your boots at your lodging on the day of arrival.

Lift Tickets - If lift tickets are included in the package price, or if group discounts are available, you should make arrangements to pick up pre-paid tickets upon arrival at the resort. Some resorts offer special discounting for seniors (ages vary from resort to resort). It is also likely that senior tickets will have to be picked up at the resort itself rather than being delivered to the hotel.] Typically, the tickets have been pre-paid and are included in the trip package, so you should determine where and when to pick up the tickets, and what to do if you arrive late. If you receive the lift tickets in bulk, make sure that you count them before distributing to participants. Have each participant sign for the lift ticket as they receive it and remind them that they generally are not replaceable if lost. At many resorts, the lift ticket now is printed with a tear-off receipt, so if the lift ticket is lost on the slope, the trip participant can go to a ticket office and get a replacement, IF THEY HAVE THE TEAR-OFF RECEIPT.

If lift tickets are not included in the trip price (generally the case for European trips and currently also the case with our Park City Sundance trip), but you are able to purchase them at a group rate, you should determine the procedures for getting the group rate and notify trip participants of options available. Usually leaders will need to collect payment well in advance of the trip in order to make this transaction. Know your lift ticket deadline requested by the travel agent.

Extra Day Lift Tickets – Please check your contract for the number of days of lift tickets included in your trip price. On 6-day trips, packages generally only include a 5-day lift ticket, as we have found this is the preference of many of our participants. The Tour Operator can provide special pricing for the additional day, but you will need to check with your participants well in advance to determine how many people are interested in purchasing the additional day’s lift ticket and collect payment accordingly. Some contracts allow for a one-day reduction in lift days.

Social Gatherings - Your trip budget usually includes an amount for miscellaneous expenses including costs of food and beverages (beer, wine and non-alcoholic drinks) for social gatherings as well as any

administrative expenses. Use your imagination to plan activities or social gatherings that will make your trip more successful and enjoyable. Social gatherings provide an opportunity for participants to meet and get to know each other better and allow the trip leader to keep everyone posted on what is happening each day, any schedule changes, etc. Try to plan a variety of social gatherings, even if some are for smaller groups. You can do advance signups for the ones where reservations or payments are required ahead of time.

Pre-trip gathering is generally scheduled 3-4 weeks before departure to give participants a chance to meet each other and to obtain information about the trip. You should have as much information as possible available at the pre-trip gathering, including:

- Airline receipts – Tour Operator These are no longer provided since physical tickets have been replaced by e-tickets.
- Brochures, trail maps and other information about the area, the ski school and cross country skiing opportunities.
- Trip insurance brochures information & application forms. However, it is strongly recommended you send out this information at the time of sign up; otherwise pre-existing conditions may not be covered.
- List of participant names, addresses and phone numbers. Since the participant list sent to the Tour Operator for ticketing purposes will contain full legal names, and many people go by a nickname, you should include nicknames on the list that you distribute.
- Tentative itinerary
- Sign-up sheets for any activities for which reservations and payment are required in advance (special dinners, sleigh rides, etc.).
- A major goal for a trip leader, is to be sure that new SCWDC trip participants, especially singles, have a chance to meet other participants, and have a chance to find a ski buddy, joining others skiing at the ski resort. You, the leader, cannot guarantee this, but you should make the effort.
- Invite your Tour Operator(s) to attend your party to discuss the trip and answer questions. (This is rare, for the Tour Operator to attend the pre-trip party.)
- Since a pre-trip gathering is mainly for information, keep the amount of food and beverages to a minimum. You may encourage the participants to bring a dish. You may use your slush funds for the party, but conserve your miscellaneous expenses for events occurring during the trip.

Social gatherings during the trip may take many forms. They may be après ski social gatherings in a local bar, the trip leader's room or in a party room (check prices) in your lodging facility. Options for get-togethers include: Pool/Hot Tub Party, Sleigh Ride, Wine and Cheese Party, Mountain Picnic/Lunch, Dinner in condo, or Pizza Party.

Generally, 2 or 3 social gatherings (including a mountain orientation party on the day of arrival, and a final night party) are the minimum. Discuss with your Monitor. Take advantage of anything that is offered free of charge by the lodging facility or mountain. It is a good idea to schedule an orientation party the first night to make information about the week's activities available to everyone and to distribute lift tickets. This is a good time to set up lunch time meeting times and location on the mountain. A get-together on the final night of the trip to pass out awards and go over departure plans is suggested. This could be a "clean out the refrigerator" party allowing participants to contribute leftover beverages and snacks.

Each trip leader should be guided by the preferences of his or her own group. Some groups (especially those with a higher percentage of newcomers) require more planned activities while others prefer minimal planning. And remember, the trip leader does not have to do it all. Ask for volunteers to coordinate group reservations at restaurants or to plan a pool party or another activity. This is a great way to encourage participation by those who might be too shy to initiate something on their own. The more people you can get involved in helping with group activities, the more enjoyable your trip will be for everyone.

If a planned activity is being subsidized through the slush fund, be sure to let participants know in advance. Conversely, if an activity is planned and is not being subsidized, trip leader should make this clear so there is no misunderstanding at the conclusion of the event. When the trip participants are buying drinks in a restaurant, everyone should know whether this is the "group tab" paid by the leader/organizer. Make sure the server knows this too!

Find out prior to departure whether a party room is available and the rental cost. If a party room is not available, pursue other possibilities such as using a portion of the resort restaurant or lounge and purchasing drinks at reduced prices. If the trip leader has a large room or condo, it may be possible to use this area for social gatherings. Be creative. You will find there are numerous possibilities available to you.

Be careful not to go overboard when purchasing refreshments. Only buy what you need for the first party or two until you see what the participants' preferences are. This will help you gauge how much you need later and minimize any waste at the end of the trip.

Food and Beverages on the Bus - If the bus trip from the airport to the lodging facility is longer than 1-2 hours, you may wish to provide bottled water for participants which may be ordered ahead of time and stocked by the bus company. If a special stop is required to purchase beverages or snacks, be aware that there may be a charge so please plan accordingly! Consult your Monitor, other trip leaders who have been to that area or your Tour Operator for suggestions on places to stop.

For the return trip to the airport, if your departure time is earlier than the restaurant's opening time, (assuming your lodging is at a hotel, motel or lodge) make arrangements to have breakfast served earlier or work with management to provide a box breakfast. You may use slush funds for this if you still have money available. Go easy on purchases late in the trip, so you do not get stuck with leftovers. If funds are not available, participants should purchase their own food.

Be sure to check business hours for grocery or liquor stores (Sundays, night hours, dry counties) and plan accordingly. Also, make purchases in larger supermarkets and liquor stores rather than in delis and resort stores which tend to be more expensive.

Other - Make arrangements for special items. For example, plan for SCWDC orange streamers for ski poles to help participants spot each other while on the slopes.

Expanding the trip - Congratulations if your trip is so popular that it becomes sold out. However, remember that expansion of any trip must be agreed to by your Monitor and the Committee. Under no circumstances can a leader independently arrange for expansion of a trip with the Tour Operator without the approval of the Committee. Any additional comps arising from an expanded trip cannot be obligated by the trip leader without the express approval of the Committee. Please make sure that no expansion slots are advertised or sold to participants without all pricing being in place from the Tour Operator.

Communication from the trip leader is critical when the trip is being expanded. Timely confirmation to participants by email is crucial so that there is no confusion about who is in the initial group and who is in the expansion group. The participants should be asked to confirm their agreement via email about being part of the expansion group and that they understand the lodging and pricing of the expansion group.

Assistant Leader - When the number of signups for a trip exceeds the number of budgeted participants by 40%, the trip leader may request that the Program Chair approve an assistant leader. Requests for an assistant leader **must** be made through the Monitor. Under no circumstances should the trip leader appoint an assistant leader without the approval of the Committee.

Duties assigned to the assistant leader may include: set up of activities at the destination, assistance in hosting social functions, administrative tasks and other support activities. If the request is approved, the assistant leader may be provided with some type of monetary remuneration such as lift tickets for a domestic trip or airfare for a European trip.

Trainee Program - One of our goals is to identify and train prospective trip leaders for the ski flight trips program. One way to accomplish this is to have interested individuals work alongside an experienced leader on an upcoming trip. The trainee would need to be approved by the Chair and would be expected to perform duties as assigned by the trip leader. They would be expected to pay the full cost of the trip although a small stipend may be approved to offset some costs. If you know of anyone who may be interested in such training, please let your Monitor or the Chair know.

Promoting the Trip

Promotion of your trip is critical to its success. A trip which fills up early is much easier to plan and has less anxiety associated with it. Even after the trip is full, you should continue to promote the trip and develop a wait list. Promotion of your trip can be challenging since it entails maximum creativity with minimal expenditures. Leaders are not authorized to spend any money for advertising. Unless specifically requested by a potential participant, mailing of promotional materials is prohibited by Club Policy.

There are many different ways to use Club resources to promote your trip.

SCWDC Website – The website provides an overview of the entire ski flight trips schedule, trip prices and leaders, with a detailed event page for every trip. The Status Board provides a snapshot view of the number of spots available on each ski trip, and is updated at least weekly. The Committee, with assistance, maintains its area of website. If changes are needed, contact the Program Chair or your Monitor. Any inaccurate or incomplete statement can be changed quickly.

SCWDC magazine - This is another means by which club members are informed of your trip. Keep your Monitor advised of any changes in telephone numbers, trip status, etc. Information in the newsletter is generally limited to trip location and dates, cost of trip, and name, telephone number and email address of trip leader. However, in certain circumstances (i.e. new destination, trip not selling well) we may decide to feature a particular trip with a short article in the newsletter. Contact your Monitor if you would like to submit an article on your trip.

Trip Flyers - The Committee will create a basic trip flyer for your trip, containing the same information that is shown on the website, and also provide you with the MS-Word file, so that you can print extra copies. Some lodging photos may be reduced in size or eliminated so that the flyer can be printed front & back on a single sheet of paper. Appendix 4 is a sample. The Club office will print 20 copies (in color) for your use, and for handouts in the Club office.

Flyers may be reproduced on the copy machines at the SCWDC office. Club policy states that not more than 100 flyers per month may be reproduced on the Club machines for any activity or trip.

Flyers should be distributed at as many Club activities as possible – especially at Club meetings and functions. Trip leaders are asked to be present at all monthly meetings when they have openings on their trips, with a supply of flyers, or designate someone to cover for them if they are unable to attend. You are allowed to enter an activity for the purpose of dropping off your flyers.

Do not distribute flyers at a non-SCWDC function, as it may be construed as advertising and may conflict with the nonprofit status of the Club.

Monthly Meeting Announcements - The Program Chair arranges for announcements to be made at the monthly membership meetings. If your trip is not filling as quickly as anticipated, notify the Program Chair before the meeting. Trips which are filling quickly are generally not promoted from the podium. Note that there are no monthly meetings during the summer.

SkiGram – The SkiGram is currently emailed weekly to those who have subscribed. - It does not contain a list of trips: just a link to the SCWDC web site page which lists all trips. As the ski season progresses, and some trips only have a few spaces left, this information – number of spaces available, can be placed in the SkiGram. The Committee is responsible for submitting a SkiGram advertising request.

The Committee uses a product called the “Dashboard”, circulated by email to all leaders. This product contains a list of all flight trips and the number of spaces still available--another reason that you should keep your Monitor apprised on a regular basis of the number of signups on your trip.

Word of Mouth - This can be a very effective means of promoting your trip. Promote your trip at Club activities, with co-workers, or with other groups with which you are affiliated. If someone is interested in the trip, you should encourage them to join the Club so that they can participate as a member and thus avoid being placed on a wait list.

Returning Phone Calls – It is important to promptly return phone calls from prospective participants. This is how successful leaders achieve many of their sign ups. If you will be out of town for an extended period, notify your Monitor and make plans to have calls and emails forwarded to someone who can respond to inquiries during your absence.

BRSC Sanctioned Trip List – This is the Blue Ridge Ski Council website which lists all BRSC affiliated ski clubs. The Western Trip Committee maintains a link on this page which lists our trips for each season. See <http://www.skicouncil.com> for more details. Hence, you may get a call from a BRSC club member. Note, the membership status of a BRSC member must be confirmed by the SCWDC Administrative Manager, since a BRSC member is authorized to pay the SCWDC member price. This subject will be covered in leader training.

Processing Applications

Registration – Almost all ski trip participants now register online via the SCWDC website. The online registration process requires participants to read and agree to SCWDC’s Policy on personal conduct, trip cancellation, airline surcharges, baggage fees, events beyond the Club’s control, and release of liability. The website generates automated email messages to each participant to confirm registrations and payments. We discourage the use of paper application forms, which are easy to misplace and sometimes hard to read. All the information on a paper application form must also then be entered into the online application form, duplicating effort.

Payments - Trip participants can pay for trips online by credit card or by personal check. The initial Advance Deposit payment is \$500, followed by a final payment which is due approximately 120 days before trip departure. The website will generate an invoice that details the trip pricing options selected by the participant, such as land only, single supplement, additional days of lift tickets, etc. The participant can decide whether to submit the final payment in full, or in three (3) installments. If the participant elects to submit installment payments, the payments must be made by personal check.

Male-Female Ratio - While it is desirable to have an even ratio of males to females, it is more important to fill your trip. Always keep bedding arrangements in mind as you fill your trip, particularly for condos where individual bedding configurations can vary. Most condos have a Queen or King bed in the master bedroom, and twins in the second and/or third bedrooms. Confirm the bedding arrangements for each condo unit with the Tour Operator.

Participant List - Keep an accurate list of names as they appear on driver’s licenses (or passports for international trips), addresses, email addresses, both home and work telephone numbers, emergency contact name and phone numbers of all participants. There is now a requirement that all participants for any international trip (including Canada) must have a valid passport.

You must verify that the name provided by the participant is their full legal name as it appears on their passport or other government issued ID. This should be confirmed by email with each participant so that name change fees can be avoided. Any fees imposed by the airlines for name changes—whether because of participant or trip leader error, are the responsibility of the trip leader or the participant. The fees are in the \$200 to \$250 range. Pay attention, do the homework! TSA rules also require us to provide date of birth and gender for all domestic and international travel. Please use discretion and do not share

date of birth information with anyone other than your Tour Operator on your official list for ticketing purposes.

You may also inform participants that their date of birth information is NOT stored in the membership database

Membership Status - You must verify that the participant is a member in good standing of SCWDC by accessing the Membership Directory at www.scwdc.org. Also, the website will not allow a non-member to register for a trip, and the website's registrant list displays membership expiration dates.

Minimum Age for Participants - It is club policy that "children under the age of 18 must be accompanied by an adult or chaperone who is not the trip leader. Exceptions to this policy require Board approval for overnight trips. Children of the trip leader must be approved by both the Program Chair and the board, and the children must pay full price.

Notification of Participant Status - Upon the receipt of the online registration and/or payment, the participant will receive an automated email verification. Participants who request Ground Only or Single Supplement should be notified by email when their request is either approved or denied, and also provided with the appropriate Acknowledgement Form (available for download on the website).

Wait List - When the trip is full, additional applicants are placed on a wait list. When a cancellation occurs, trip leaders should make a reasonable effort to fill vacancies from the wait list in order of receipt of deposit. When the wait listed person agrees to go on the trip, inform her/him of the balance due. If the applicant does not want to go, return the check after marking it "VOID". For late signups, it is preferable to use the credit card payment option to ensure that payment is received in full prior to trip departure. Under no circumstances should a participant be allowed on the trip until payment in full has been made.

Once your trip has filled, make every effort to help fill other SCWDC trips. Keep a list of trips and trip leader names and telephone numbers handy. Trip status is updated weekly/bi-weekly in the SkiGram and on the website during ski season.

Treasurer's List - There is a list maintained at the club office of people who may have outstanding obligations to the club which limits their rights to sign up for SCWDC activities. Check with the club's office manager for names on the list. If the prospective participant is on the list, **do not process their applications or deposits until you check with the Program Chair.**

Recordkeeping and Deposit Statements – The website records all participant invoices, payments and refunds. All payment checks should be mailed to the Club office, not to the trip leader. Any checks that are incorrectly sent to the trip leader should be immediately mailed to the Club office for processing.

Check Endorsement - If you receive a check made payable to you, endorse the check over to SCWDC. Do not keep the money to pay expenses.

Payment Schedule -Installment payment schedules for each ski trip are posted on the website. If a participant does not make timely payments and you have made a reasonable effort to contact her/him, send letter or e-mail to the participant notifying that person that unless the payment is forthcoming by a specified date, he/she will be cancelled and charged a cancellation fee.

For trips priced at \$1200 and up, the payment schedule is as follows:

\$500 deposit with application

2nd payment of 33% of balance due 120 days prior

3rd payment of 33% of balance due 90 days prior

Final payment – balance due 60 days prior

The "Dashboard" file distributed by the Committee contains your installment payment amounts.

Refunds - Submit all vouchers for refunds to participants who cancel from your trip promptly. If the cancellation is made within the non-refundable period (usually within 60 days of the trip departure), refunds will NOT be issued until the trip is completed and the non-recoverable expenses have been established. Check with your Tour Operator to determine all of the non-recoverable expenses before issuing any refunds to participants. This is a sensitive area, so discuss possible refunds with your Monitor; don't guess about anything dealing with refunds.

If your trip is cancelled, contact your Tour Operator to determine any non-recoverable expenses as well as the recoverable expenses. All cancellations must be confirmed by email or in writing. A cancellation fee of \$50 is charged for all ski flight trips unless:

- The trip price increased by more than 5% over a fixed advertised price (not including fuel surcharges).
- The destination and/or dates of the trip changed from those previously advertised.

After the published deadline for unrecoverable expenses, a person who cancels from a SCWDC trip is responsible for all unrecoverable expenses as well as the cancellation fee. A person canceling can only be replaced if a trip is full, and will be replaced in order of their cancellation.

Canceling participants are not allowed to find their own replacements.

Cancelled Trip - Because of the potential financial liability involved, the final decision to cancel a flight trip may only be made by the Program Chair with concurrence of the SCWDC President. Leaders should keep their Monitors informed of the number of participants and be in touch with the Tour Operator on a regular basis. All efforts will be made to save a trip, but if a decision is made to cancel a trip, the following procedures will be followed:

The Program Chair will inform the Tour Operator and, if applicable, all other suppliers of goods and services by telephone. The trip leader must notify all participants immediately of the decision and when they can expect a refund of their deposit.

The trip leader determines if any of the participants would like go on another SCWDC trip. If so, any amounts that have been paid may be transferred to another trip (if space is available) without the participant being charged a cancellation fee. Use the Transfer of Funds (pink) form to make the transfer (the SCWDC office will prepare this form).

The trip leader prepares the refund vouchers for all other participants. Anyone who had canceled prior to the official cancellation of the trip will still be charged a cancellation fee.

The trip leader must prepare and file an Activity Financial Report even though the trip has been cancelled.

IV. FINANCIAL FORMS AND INSTRUCTIONS

Four forms are used by activity leaders for the accounting of SCWDC money and materials. They are described below and are available on the SCWDC website.

Deposit Slip (blue)

Participants should mail all payment checks to the Club office, not to the trip leader. Checks should be made payable to SCWDC and marked with the name of the ski trip. Office staff will post the payments to the website, place a copy of the deposit slip into the ski trip folder, and deposit the checks into the Club bank account. If the trip leader receives any payment checks in the mail or by hand, ensure that the check has the correct information on it and then mail it to the Club office. Do not accept cash payments.

Voucher (Request for Payment) - green

This is the form used for payments to vendors, participants and others to whom payment is due. The Committee will prepare the vouchers for contractual payments to Tour Operators and will give you a copy of each after a check is processed and signed.

In order for SCWDC to issue a check, a voucher must be completed according to the instructions printed on the form. Up to three checks may be requested on the same voucher. Be sure to identify under the "Purpose" column how the amount requested was derived. For example, 20 people x \$20/person = \$400 requested. You may request an advance of some or all of your miscellaneous expense fund. If you have questions regarding the timing and/or the amount, contact your Monitor, \$35 is the "standard" slush fund amount, but there are differences for some trips.

Vouchers must be signed by you and approved by the Program Chair before a check can be written. If you are mailing the voucher to the club office, please notify either your Monitor or the Program Chair so that it can be signed in a timely fashion. Remember to make a copy of the voucher (and any receipts) for your records prior to submitting to the club office for payment.

In the case of refunds to trip participants, please indicate under the section "Purpose" the gross amount of the refund and the amount of cancellation fees assessed. For example, a \$250 deposit less \$40 cancellation fee equals a \$210 refund. You must attach a copy of the participant's written notice of cancellation. If no cancellation fee is charged, please include an explanation.

Attach the original of all receipts, bills, letters or other documents to the voucher submitted. Make a copy of each document, receipt, etc. for your own files.

The trip leader is responsible for reviewing and approving the final invoice from the Tour Operator prior to payment being initiated. The final invoice will be sent to the trip leader who is required to review it with the SCWDC Financial Manager, Brian Chollar and the Monitor. Only after the leader, Monitor, and Brian agree that the invoice is correct will the final payment voucher be submitted by the Western/International Chair. When you receive the Tour Operator invoice, you should spend time in the next 1-3 days to verify it. Some invoices come in 2-3 weeks before trip departure, sometimes the invoice is not rendered until a few days before the trip departure. Talk to your Monitor about what is expected of you.

Request for Transfer of Funds (pink)

This is the form to be used when a participant transfers from one trip or activity to another or when supplies are transferred. The Request for Transfer of Funds is signed by the leader and the Program Chair before it is submitted to the club's office manager. Make a copy of each pink slip for your records prior to submitting. (In current practice, the SCWDC office will prepare the form, if more expected from you, either the Committee or Financial Manager will tell you.)

Activity Financial Report (yellow)

We have recently revised the Yellow Financial Report and it is available on the SCWDC website as well as in the office. Within thirty (30) days of the trip's completion, each trip leader is required to submit the Activity Financial Report to the office manager who will log it in and provide a copy to the Program Chair. Even if there are outstanding items at 30 days, please submit the report and list those outstanding items.

You can Export spreadsheets from the website to provide the supporting documentation for the Financial Report. This includes a participant list (including cancellers), list of payments and refunds, list of invoices showing final trip price and pricing components. These spreadsheets should provide almost all information that you will need. You should keep a complete copy of the Activity Financial Report, including all attachments, so that you will have a record if any questions arise during the Financial Manager's audit.

Trip Leader's Expense Record

The Trip Leader's Expense Record ([Appendix 8](#)) tracks your expenses (or use a similar log in your own preferred format).

V. LETTERS TO PARTICIPANTS

One of the most important parts of leading a trip is keeping your participants informed. The easiest and quickest way to do this is thru e-mail. Even those without computers can set up and access a free e-mail account on Yahoo at their local library. At least two primary mailings to participants are required. One letter acknowledges the receipt of the deposit and provides payment schedule, insurance information and cancellation policy; the second provides specific details about the trip. Additional communications are helpful and generally appreciated by the participants. Some trip leaders find that sending a monthly update keeps people in the loop on what is happening with the trip. Following are some suggestions for what to include in each of these communications.

Acknowledgment Letter/Email

See [Appendix 9](#) for a sample. As stated earlier, automated email messages are used to confirm the participant's registration, any payments that have been made, and/or any updates or changes to the participants invoice. However, you may wish to send a personal email that welcomes participants to your trip, provides information regarding the availability of additional travel insurance and instructions on how to contact our trip insurance vendor.

Trip Letter

Prior to the pre-trip gathering (about 3-4 weeks prior to departure) trip leaders should formulate a trip letter containing final trip details. Ask your Monitor to identify the names of past leaders, who may have kept a copy of their trip leader to the same resort. That way, you are not "reinventing the wheel", although you are welcome to adopt a different style/type of letter. Discuss this with your Monitor.

It should include at a minimum: the flight schedule and flight numbers, suggested arrival time at the airport, airline luggage policy, baggage fees, airport parking, hotel/lodge/condo information including location and phone numbers. You may also want to include details on equipment rentals, ski instruction, lift tickets, meals, and resort activities. See [Appendix 10](#) for an example. Tailor your letter to your ski resort. You may also wish to attach the following to your trip letter:

- A trip participant list including addresses or zip codes, telephone numbers and email addresses which may be used for carpooling to airport.
- A list of useful items to pack (camera, swimsuit, passport, if required, insurance ID, debit card or cash for meals, drinks, emergencies, etc.).
- Your Tour Operator will tell you what to tell your participants about advance check-in, is it permitted or not? For some group reservations, advance check-in is not permitted.

Promotional materials such as trail maps and brochures of the ski area should be distributed at the pre-trip gathering or on the plane or bus in route, not mailed.

VI. LAST-MINUTE ARRANGEMENTS

Periodically review all **Milestones** in Appendix 1 to insure you have not forgotten anything. Here are a few additional reminders:

1. Review payments to date for lodging, airfare, etc. You will receive copies of any vouchers submitted on your behalf by the Committee.
2. **At least 3 weeks prior to departure** (or whenever specified by your Tour Operator), send the roommate and condo (if applicable) list to the Tour Operator along with any special requests.
3. **At least 3 weeks prior to departure**, submit vouchers for slush funds, miscellaneous expenses, lift tickets, etc., as required. Notify the Program Chair (Sue Miller) so she can make arrangements to sign voucher.
4. **At least 2 days before departure**, contact the Tour Operator, and make a final check regarding participant names, flight times and numbers. Also, confirm ground transportation arrangements (ideally with the person who will be on duty at the time of departure). Confirm exactly where you will meet the bus, bus driver's name if known, loading instructions, special stop to pick up beverages, bus number or other ID. Ask about the weather forecast (or visit www.weather.com) and reconfirm estimated time of arrival at the lodging facility. Be sure to notify the lodging facility of estimated time of arrival.
5. Download Trip Evaluation Form from the website and make copies or pick up from the club office. Fill in the top section with trip name, dates of travel and leader name before making copies. Obtain orange streamers from club office.
6. Provide the office manager a completed copy of the Report to the Administrative Manager. This report will contain:
 - The final list of names and addresses of the participants and the names and telephone numbers of emergency contacts for each participant.
 - The name and telephone number of the lodging facility where your group is staying.
 - The name(s) of the airline and flight numbers for the trip.
 - The name of bus company.
 - Tour operator name and contact information
7. **A day or two before departure**, again confirm arrangements with the airline. Sometimes there are last-minute changes in flight times or numbers. (Airlines now offer automated text-messaging, you might sign up for that.)
8. Before departure, review the trip finances and determine exactly how much money is available for social gatherings, bus refreshments, prizes, etc. It is best if you keep your own money and trip funds separate for easier accounting.
9. Organize and double check all supplies and information needed for trip, such as:
 - List of participants in alphabetical order (at least ten copies).
 - List of roommate and condo assignments.
 - Copies of the updated trip schedule for participants.

- Copies of all contracts, agreements, correspondence and budgets
- Trip evaluation forms, several pencils or pens
- Names and cell numbers of all suppliers and contacts including Program Chair, Tour Operator, bus company, lodging facility, airlines, etc. SCWDC payment checks (if applicable, for picnic or party vendors, etc.)
- Cash for social gatherings, bus driver tips, miscellaneous purchases
- Extra baggage tags
- Airline tickets
- Orange Streamers
- Passport or other government issued ID
- Pocket calculator
- Trail maps, brochures and information on ski area(s)
- Sign-up sheets for any planned activities.
- Envelopes for receipts and miscellaneous odds and ends
- SCWDC letterhead for signs and notices
- Blank paper or pad & a few extra pens
- Name tags for participants and a magic maker for large printing
- Cell Phone
- This Manual!!

VII. DURING THE TRIP

Departure from D.C. Area Airports

The trip leader must depart with the group (exceptions for split flights and other extraordinary circumstances must be approved by the Program Chair well ahead of time). For domestic flights, passengers should arrive at the airport at least 2 HOURS before departure. For international flights, suggested arrival is at least 3 HOURS before departure. Since participants will already have their e-ticket, the check-in procedure should be relatively simple. Encourage participants to check-in as soon as they reach the airport and agree to meet them at the boarding gate. Taking “roll” at the departure gate, will save you time at the destination airport, and you will know if someone is missing.

Be clear that any additional costs associated with missing the flight are the responsibility of the participant.

A SCHEDULED FLIGHT WILL NOT BE HELD FOR LATE ARRIVALS and most airlines now close their doors 15 minutes prior to the scheduled departure.

Remind participants to hold on to their baggage claim checks. For the outbound trip, participants should attach ID tags to each piece of luggage specifying the owner's name, address and phone number as well as name and phone number of the lodging facility. These may be distributed at the pre-trip gathering or

enclosed in the trip letter for anyone who did not attend. For the return trip, each piece of luggage should have an ID tag with the owner's name, home address and phone.

Arrival at Gateway City

In a few cases, you can locate your bus and driver while participants are waiting for their luggage. This depends on the airport.

In the Denver airport, you tell your participants to collect their luggage and meet in a certain area determined by you. You will call roll. Only when EVERYONE has their luggage/skis, do you go to the Transportation Desk on the concourse, and ask the officer to call up your bus to the loading area. You need to tell the officer which luggage carousel your group is, so the bus stops right in front. Have several volunteers assist the bus driver with loading luggage if the bus driver is agreeable to assistance. **Each participant should personally verify that his/her bags get loaded on the bus.**

Procedures at other airports is not covered here.

After luggage is loaded, review the driver's instructions with him.

If any luggage does not arrive, the owner should file a report with the airline's Customer Service Department before leaving the airport. So you won't call up the bus until the lost luggage reports are filed. Lost bags will be delivered directly to your lodging facility. Make sure that the owner of the lost bags has a telephone number to call to check on the status of the delivery.

Enroute to the Ski Resort

The bus driver is at your service and should accommodate your requests within the bus company's parameters and as previously arranged. Pick up refreshments, etc., at the pre-determined location.

Make announcements while on the bus, including:

- Brief participants on lodging, lift ticket arrangements, rentals, where announcements will be posted, shuttle bus schedules to ski areas, check-in procedures, etc.
- Introduce the people who will be helping you with specific activities, such as dinner reservations or other activities.
- Any special excursions which may be planned.
- Reminder that lift tickets are generally not transferable and it may be illegal to sell them. Hand out roommate/condo assignments if not previously provided
- The latest report on weather and ski conditions. Activities planned for the week.
- Remind everyone to stay on the bus when you arrive at the lodging facility until you confirm check-in procedures.

Lodging Facility Check-In

Upon arrival at the lodging facility, introduce yourself to your contact and verify procedures for checking in the participants. Procedures vary from facility to facility. Many hotels/condos will require a credit card imprint from at least one member of each room/condo to cover damages and charges. In some cases the lodging facility will have an envelope for each participant or condo containing the room key, lift ticket, drink tickets, etc., which may be handed out either on the bus or in the lobby. Some lodging facilities may require that each participant sign in separately and receive a key.

After unloading luggage, have a volunteer double check the luggage bays and the overhead racks to make sure nothing has been left behind. You should tip your driver at this point if service has been satisfactory (\$2-3 per person, depending on driving time and service). Some trip leaders take up a collection from participants for the tip while others prefer to take this money out of the trip slush fund.

Bring all supplies including food and drinks inside and place in a secure area such as your room. Let participants know your room number and be available for an hour or two after check-in to handle any problems or questions that may arise.

Most condos require that a "damage report" be completed and turned in as soon as possible reporting any existing damage. Have one person from each condo take responsibility for completing the form and turning it in to you. If there is any damage, make sure to notify management as soon as possible.

In a condo arrangement, it is helpful to have a list of condo-mates and telephone numbers for each condo to facilitate communication. The lodging facility will prepare this for you upon request. Occasionally you can get the telephone numbers ahead of time, but frequently they are not available until check in. Distribute these lists as soon as possible to each condo.

Leave a trip participant list, in alphabetical order, at the front desk and identify yourself as the trip leader. In the event of emergency, the hotel staff should contact you.

At the Ski Area

Remember, you are the trip leader. Always keep the participants informed of when and where things are happening. Set up meeting times and places for the group to get together. Be on the lookout for newcomers who may have a hard time mixing and include them in groups you are organizing for meals or other outings. You are not obligated to spend every minute with the group, but your first responsibility is to the participants. On the first day or two you may want to set a time (either early morning or mid-day) to ski together as a group. This allows participants to find people of similar skiing abilities to ski with.

If available, arrange for a guided ski tour for the first morning.

Arrange for a bulletin board in a central location and advise participants that all schedule changes and notices of interest will be posted there. If the group is staying in several lodging facilities, you may assign someone in the other lodging facility(s) to be responsible for posting notices on a bulletin board at that location. In the 2016 technology world, you may distribute information via a cell phone text message, but this is not the SCWDC standard. Some people don't have cell phones or don't receive text messages. Physical distribution of trip information at the lodging site is the SCWDC standard.

Be flexible -- if there is something going on in the resort that you did not know about, make the information available. While the use of certain facilities on the trip (such as the condos) are restricted to trip participants, social gatherings or other activities are open to club members who are not trip participants as long as they pay their share of the costs.

DO NOT ADJUST ANOTHER INDIVIDUAL'S BINDINGS. You may be held liable if an accident occurs. If necessary, refer them to a repair shop.

DO NOT ATTEMPT TO SELL A LIFT TICKET THAT IS NOT TRANSFERABLE. ANY UNUSED LIFT TICKETS ARE TO BE RETURNED TO THE TOUR OPERATOR (**NOT THE SKI RESORT!**). THEY WILL DETERMINE IF ANY CREDIT IS AVAILABLE.

If a participant is injured:

- Have the Ski Patrol help the injured person off the mountain. If further medical attention is
- required, and the person requires transportation to a medical facility, call the ski area's ambulance service or the local rescue squad (this service may ask for a donation for which the Club is not responsible.) In Europe, the Ski Patrol frequently charges the injured person for its services.

- In order to facilitate the handling of any emergency situations involving injuries and the Ski Patrol, leave a copy of one of the alphabetical participant lists with the Ski Patrol station. Inform the Ski Patrol that you should be "paged" in the event anyone on the list is injured. The list should also include the name and telephone number of your lodging facility. If you have a cell phone, you may wish to provide your cell phone number to the Ski Patrol.
- If the accident involves a vehicle, call the State Police, or in the case of a bus, let the driver handle it.
- DO NOT ATTEMPT TO MOVE AN INJURED PERSON YOURSELF
- Ensure that the injured person has someone to look after him and his belongings. The lodging facility management may be helpful in this regard.
- If the injured person is unable to rejoin the group, make arrangements for the delivery of his personal belongings. Do as much as possible (i.e. lift ticket refund, name and telephone numbers of the Tour Operator, etc.) without unduly delaying or inconveniencing the rest of the group. Any special arrangements made by the leader are acceptable in the event of injury to a participant.

As the trip leader, you should require that participants conduct themselves in a manner that will neither deprive others of enjoyment, nor exclude the club from future use of a facility. Do this by enforcing the personal conduct policy. You should issue warnings to cease and desist disorderly conduct or illegal activities. Should the person persist, call the local authorities to handle the situation. Be sure to include such occurrences in your trip report.

By the same token, as trip leader you must act responsibly and be able to handle any problems that may arise. This requires that you limit your drinking and behave in a manner which will not reflect poorly on SCWDC and your selection as a trip leader.

Resort Departure

A final night gathering is a good way to remind participants of departure procedures. *Verify all arrangements with the bus company, lodging facility management, and airlines the day before departure.* Follow through with notification to all participants by means of the bulletin board or a get together on the evening before departure. Remind participants to pay all incidental charges with the lodging facility and to turn in their room keys. They may wish to settle their accounts the evening prior to departure so they will not be rushed in the morning, particularly if you are leaving early. Double check with management that all accounts have been settled before you leave.

Enroute to the Airport for the Return Trip

Distribute Trip Evaluation Form ([Appendix 12](#)) with a brief explanation of its purpose and use. Designate another participant to collect them once they have been completed as well as to turn in to the club office.

Review arrangements for checking in at the airport with the bus driver.

If you are delayed en route, call the airline and notify them. Be sure to allow extra time to reach your destination so that you have a cushion in the event of bad weather or unforeseen events.

Departure From the Gateway City

Upon arrival at the airport, participants should proceed to the check-in counter. If you have a group check-in, contact the airline employee who is responsible for the group. Check-in procedures will be as

previously arranged and will most likely be the same as on the outbound portion of the trip. Note, that with the advent of electronic tickets and changing airline procedures, group check-ins are becoming the exception.

Before the bus leaves the terminal area, have a volunteer check to make sure nothing has been left on the bus and donate leftover food and beverages to the bus driver. Collect a small amount from the trip participants for a tip to the bus driver if service has been satisfactory.

Arrival at D.C. Area Airports

Your responsibilities are pretty much over. Participants are responsible for their own luggage and transportation home. As a courtesy, you may wish to wait until everyone has all their luggage and insure that all participants have a way to get home. If there is any lost luggage, it should be reported immediately by the owner to the airline's Customer Service Department.

VIII. TRIP FOLLOW UP

The following follow-up activities should be completed within a reasonable time.

- If applicable, clean and promptly return any SCWDC equipment to the office.
- Return items left behind by participants to the club office if you are unable to identify them.
- Arrange for a participant to return completed trip participant evaluations to the office for the ALEC Program Chair.
- Call your Tour Operator to confirm any pending financial items. If there are unused lift tickets, arrange for their return to the Tour Operator. Go over the final accounting to determine if monies are owed the Tour Operator or the club.
- Submit voucher(s) if refunds are due to the Tour Operator. Be sure to attach supporting documentation such as invoices. Submit vouchers for refunds to participants who cancelled from the trip. You must attach the participant's written notice of cancellation to the voucher. Submit any other participant refund vouchers once you have confirmed the amount of any unrecoverable expenses.
- Collect any funds due from Tour Operator, participants and/or other vendors.
- Submit your completed Activity Financial Report to the office manager within 30 days of the trip's return. If there are outstanding bills, submit the report anyway and note this on the statement. Each Activity Financial Report must be accompanied by a list with the names of each person who paid money into the activity (including cancellations) and the amount paid by each, including credit card payments via PayPal. A completed Trip Participant Ledger (Appendix 6 or 7) will meet this requirement. A trip leader with a delinquent Activity Financial Report is not eligible to lead another club activity until the statement is completed.
- Provide a verbal report to your Monitor or the Program Chair including information regarding any illegal actions or disorderly conduct on the part of participants, or others, and any action taken by you.
- Submit a written trip report (Appendix 13) to the Program Chair. You should do this within 30 days of your return while the events are still fresh i

APPENDICES

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 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 Committee and your Monitor or past leaders to the same location, will have suggestions based on your trip destination. Ask for advice.

Target Completed
Date

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 Completed
Date

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 Date Completed

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.

<u>Target Date</u>	<u>Completed</u>

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 Program Chair.
(All forms are on the web site)

RELEASE OF LIABILITY

In consideration of the SCWDC's acceptance of me as a participant in a SCWDC activity, and for other good and valuable consideration, I, on my behalf and on behalf of my legal representatives, including my spouse, if any, and insurers, do hereby waive, release and forever discharge the SCWDC, its officers, directors, employees and agents, including but not limited to activity leaders, of and from any and all claims, loss, cost, damage, expense and liability arising out of or resulting from any injury, including death, or damage to property which I may sustain as a consequence of the negligence of any such entity or person in connection with or related to any activity arranged, organized, sponsored or managed by the SCWDC, including the transportation to and from such activity.

I understand that the SCWDC will not accept me as a participant in a SCWDC activity unless I sign this Release, which I have read and to which I voluntarily agree.

Date: _____ Signature _____

In case of emergency notify: _____ Phone: _____

SINGLE SUPPLEMENT ACKNOWLEDGEMENT

The undersigned acknowledges that s/he has purchased a package from SCWDC for the ski trip to _____ (_____, 20__ - _____, 20__) that is based on single supplement lodging accommodations (i.e., the undersigned is paying to have a room to him/herself).

The undersigned further acknowledges that if s/he cancels this trip, s/he may be responsible for unrecoverable expenses in addition to the regular cancellation fee, which unrecoverable expenses may include costs and expenses due to any of the following reasons:

- A. no replacement can be found for a single supplement package; and/or
- B. the original airline reservation that would have been utilized for an additional participant sharing the undersigned's lodging accommodations has been released and cannot be reclaimed for use (or cannot be reclaimed at the same group rate) by another participant.

(signature)
(name)
(date)

"GROUND ONLY" PACKAGE ACKNOWLEDGEMENT

By purchasing a "ground only" package from SCWDC for the ski trip to

_____ on _____
(Trip destination) (Date)

I/ we _____ acknowledge that if I/ we cancel from
(Name(s))

this trip,

I/ we may be responsible for unrecoverable expenses in addition to the regular cancellation fee for either of the following reasons:

- A. No replacement for a "ground only" package can be found.
- B. The original air portion of the package has been released and cannot be reclaimed for use by a full package participant.

Every attempt will be made to accommodate "ground only" participants on the scheduled ground transfers to and from the resort. Should this not be possible due to airline schedule changes or other factors beyond trip leader's control, "ground only" participant will be responsible for his/her own ground transportation arrangements.

(Signature(s) and date)



TRIP PRICE: \$1,935

TRIP LEADER: ERICA ROZEK

Jackson Hole is a ski resort on steroids. Nicknamed "The Big One", it has big vertical and terrain, and has a gnarly reputation for steep challenging runs that attract many local and international hard-core skiers and snowboarders.

You ask, "What is Jackson all about?" It's about terrain, challenge and scenery. It's about the wide variety of skiing terrain and extreme challenges for the intermediate and advanced skier. It's about the 460" average annual snowfall, 2500 skiable acres, 116 trails, 2 bowls, 10 surface lifts and a gondola, plus a vertical of 4,139 feet. 10% beginner terrain, 40% intermediate, 50% advanced/expert. Always known as an expert mountain, it's now more accessible to intermediate skiers with a new high-speed quad and increased snow making improvements to "Apres Vous" Mountain.

As the tram heads up the hill jammed full of early morning powder seekers, you notice one thing – the consistent fall line, the steps and the vertical. Jackson Hole has some the most challenging (read FUN) terrain in North America. There is also some genuinely frightening stuff for the uninitiated. In Jackson Hole even the cat tracks are all marked intermediate, not because they're steep, but because of where you'll potentially end up if you come off one. When a sign at Jackson Hole says "cliff" it really means it!

Where is Jackson Hole? Jackson Hole ski resort is located a few miles outside of the cowboy town of Jackson, Wyoming, site of several Clint Eastwood movies. There is an airport at Jackson, with domestic flights from various major US cities.



Lodging:

Located near Jackson's historic town square, amongst the best restaurants, galleries, boutiques and nightlife, The [Parkway Inn & Spa](#) in Jackson, Wyoming offers beautiful guest rooms that are furnished with antiques and original artwork. Jackson's finest fitness & weight room, Jacuzzis, saunas and pool. Guests enjoy a delicious complimentary continental breakfast in a cozy breakfast room with a fireplace and original paintings of the region.

Spend the day in historic downtown Jackson or take a short trip to Teton Village, Grand Teton National Park or Yellowstone National Park. Guests will enjoy easy access to skiing, snowshoeing, snowmobiling, local entertainment and Jackson's vibrant nightlife, shopping, and dining.

Trip Includes:

- United Airlines, Reagan National (DCA) to Jackson via Houston
- Ground transportation to and from airport to lodging
- 7- nights at the [Parkway Inn](#)
- 5-day lift ticket at Jackson Hole
- Daily Continental Breakfast
- Indoor pool and jacuzzi

Full Package Cost: \$1,935

Payment Schedule (per person):

Advance Deposit: \$500

Full balance: of \$1435 is due on September 2 and may be paid by credit card or check.

You may also pay in three monthly installments by check only (not by credit card):

09/02/2018: \$479

10/02/2018: \$479

11/01/2018: \$477

Please mail payment checks to **SCWDC, 5309 Lee Highway, Arlington, VA 22207**. DO NOT mail payment checks to the trip leader.

If sign-up is after 11/01/2018, full payment is due immediately.

Cancellation Fees:

Through November 1, 2018, a \$50 cancellation fee is assessed.

After November 1, 2018, \$50 plus all unrecoverable expenses if a replacement is not found.

Register online at <https://scwdc.wildapricot.org>. Participants must be current SCWDC members, or members of a BRSC affiliated ski club.

PARTICIPANT LIST

Name	Address	Tel #	Mem #	M/F	Emerg Contact	Other Information

Verify participant's membership number at <https://scwdc.kattare.com:10413/scwdc/login.do>

SAMPLOF TRIP PAYMENT LEDGER

<SKI TRIP NAME>

Updated:

<date>

Month Day - Month Day, Year

PARTICIPANT LIST

Activity #

NAME	ADDRESS	TELEPHONE HOME/WK	EMERGENCY CONTACT	TOTAL DUE**	DEPOSIT	Due 11/20	Due 12/20	Due 1/21	SUBTL PAID	BAL DUE	NOTES
						FIRST INSTALL	SECOND INSTALL	THIRD INSTALL			
Adams, Mary	200 Pine Street Anywhere, USA	301 123-4567 301 321-7654	John Adams, (brother) 301 222-1111	\$1,398	\$250	383 \$383	383 \$765	382	\$1,398	\$0	
Blow, Joe	123 Smith Street Anywhere, USA	703 222-5555 202 333-6666	Jane Blow (wife) 703 777-9876	\$1,398	\$250	\$383	\$383	\$282	\$1,298	\$100	Jan.20, miswrote ck, will send \$100 today
Collins, April	7592 Oak Street Anywhere, USA	202 986-6890 202 500-5962	Winnie the Poo (friend) 410 111-9742	\$1,398	\$250	\$574	\$574		\$1,398	\$0	
Leader, Trip	8422 Wiley Place Anywhere, USA	202 425-9257	Frances Hornblower (sist) 503 543-5920	0							Leader, comp'd
btl Paying Attendees:		3									
Less Cancellations:		0									
TOTAL Paying Attend		3									
TOTAL Attendees+		4									
TOTAL PAYMENTS				\$4,194	\$750	\$1,340	\$1,722	\$282	\$4,094	\$100	

PARTICIPANT PAYMENT LEDGER

Name	Deposit Amount & Date	Payment Amount & Date	Payment Amount & Date	Transfer Amounts & Date	Gross Total	Refund #1 Amount	Refund #2 Amount	Net

Note: This form is designed to transfer financial information directly onto the final financial statement for this trip.

Sample Confirmation Letter

(Send on receipt of first payment and application form)

SCWDC Whitefish Mountain Trip Deposit

This is to confirm I've received your payment of \$1,246.00 for the SCWDC Big Mountain/Whitefish Resort, Montana trip January 26 - February 2, 2008.

Our flight schedule, at this writing, is as follows (all times local):

January 26, 2008

Alaska Air flight 1 Depart Washington/Reagan 800 am –arrive Seattle 1049 am

Alaska Air flight 2284 Depart Seattle 1255 pm –arrive Kalispell MT 315 pm

February 2, 2008

Alaska Air flight 2281, departs Kalispell 6:00 am - Arrive Seattle 6:30 am Alaska

Air flight 4, departs Seattle 8:40 am - Arrive Washington Reagan 4:33 pm

Whitefish Mountain is only 19 miles from Kalispell (Glacier International) Airport, so we should be there reasonably quickly after we get off the plane, allowing us plenty of time to unpack, unwind, and enjoy our welcome party.

Other items:

Please let me know if you want a sixth day lift ticket. The extra day is \$43.00. Whitefish has night skiing, for no extra charge, so if you want to ski every waking moment, here's your chance.

Also, if you who want trip insurance - and I strongly recommend it - the cost is \$69.00. Here's a link to the policy that Encompasse Tours (that's our travel agent) is providing:

http://www.encompasse.com/main/assets/files/Insurance_Benefits.pdf

If you decide you want insurance, just send me an email saying you want it, along with a check for \$69.00 made out to "SCWDC."

Thanks for signing on. I'll be emailing you periodically to keep you advised of trip status and things you'll need to know, as events warrant.

Meanwhile, here are some links you may find useful:

Big Mountain/Whitefish Resort: www.bigmtn.com

Kandahar Lodge: www.kandaharlodge.com

Trip Leader (name)

Contact Information (ie cell phone, email)

Feb. 2, 2010

Greetings Crested Butte Skiers,

Hope you all are getting excited about our upcoming trip. I enjoyed meeting many of you at the pre-trip gathering this past Sunday and know that we are going to have a great time. This letter contains most of the information you will need to get ready for our trip, so read it carefully and bring it along to refer to.

Transportation: Our schedule departing from Washington-Dulles Airport (IAD) on Wed., Feb. 10, is as follows:

<i>American #1981</i>	<i>Departs IAD 10:30am</i>	<i>Arrives DFW 1:05pm</i>
<i>American #2241</i>	<i>Departs DFW 1:55pm</i>	<i>Arrives Gunnison 2:55pm</i>

Our schedule returning from Gunnison, CO on Monday, Feb. 15 is as follows:

<i>American #2342</i>	<i>Departs Gunnison 3:50PM</i>	<i>Arrives DFW 6:40PM</i>
<i>American #1710</i>	<i>Departs DFW 8:30PM</i>	<i>Arrives IAD 12:10AM</i>

If there are any last minutes changes to this schedule, I will send out an email out as soon as I hear. However, I strongly suggest that each of you also check with American Airlines for any possible schedule changes before leaving for the airport. **Don't forget to bring your govt. issued ID which will be required at check-in.**

Currently, there is beverage service only on our flights although some food items may be available for purchase. You may wish to bring or purchase some additional food and drink but due to TSA regulations, these items now have to be purchased after you have gone thru security. Our transfer time at DFW airport is only 50 minutes and if our flight is running late, this time could be reduced even further so there may not time to purchase lunch at DFW.

Departure Information: Please plan to be at the airport 2 hours prior to flight departure, or 8:30am. Allow yourself enough time to arrive, park, and get to the counter. Please also allow sufficient time to clear security and to get from the check-in counter to the gate which will be at a remote location. I plan to arrive about 8:00am and you can look for me if you have questions or wish to get your baggage tags and e-ticket receipt. I will be wearing a red SCWDC ballcap. It is your responsibility upon check-in to obtain your boarding pass and to check your baggage, including boots and skis, and retain the baggage claim checks. If a bag should unfortunately be lost, it will be the owner's responsibility to submit the proper claim checks and claim forms to American Airlines.

Please check the website for the airport at www.metwashairports.com/Dulles/. It will provide you with a list of ground transportation options available to Dulles as well as directions to the airport by car. At present the nearest Metrorail station is the West Falls Church Station on the Orange Line. Direct transportation to this station is available from the Washington Flyer Coach Service. More information is available at their website <http://www.washfly.com/>. Washington Flyer Taxicabs serve Dulles exclusively with 24-hour service to and from the airport. Taxicabs accept American Express, MasterCard, Visa, and Discover. Approximate round-trip fares to Washington D.C. are \$55-60. Super Shuttle's door-to-door shared ride service is also available at the Washington Flyer Coach stops, as well as Union Station. SuperShuttle stops are clearly identified on the Ground Transportation Level roadway outside the Main Terminal at Dulles. Shuttles operate on an on-demand basis. For more information, call 1-800-BLUEVAN or go to www.supershuttle.com.

The airport also provides Economy Parking (long-term) in the four economy parking lots which are located along Rudder Road. The rates are \$5.00 per hour or fraction thereof and \$10 maximum for 24 hours. Free shuttle service to the airport is provided from Daily and Economy parking at 10-15 minute intervals, for passengers 24/7. If someone will be picking you up on our return, Dulles provides a Cell Phone Waiting Area where your pickup person can wait till you call them upon your arrival on their cell phone. This is a free lot, maximum waiting time is one hour, vehicles must not be left unattended, and no commercial vehicles are allowed.

PAY & GO is a new automated system designed for quick and easy exiting from the parking facilities at Dulles Airport. PAY & GO is available in all Daily, Hourly and Economy parking areas. PAY & GO machines are located in the lower level of the Terminal near the east and west exit doors and on the pedestrian bridge, which connects the Terminal to the Daily Parking Garage.

Baggage – Baggage fees are currently \$20 for the first checked bag (each way) and \$30 for the second checked bag (each way). A ski bag and boot bag count as one bag as long as they are not stuffed with clothing and other items and do not exceed 50 lbs. AAdvantage Platinum, Gold, and Executive Platinum club members are exempt from the baggage charges. You may also carry on one bag and one personal item (such as a purse, briefcase, laptop computer). Carry-on bags must be able to fit in the overhead bins or under your seat and should not exceed 45” in total dimensions (length+height+ width). For detailed information about baggage fees and other travel information, go to the American Airlines website (www.aa.com)

Please be sure to have your name, Crested Butte address, (see below) and telephone number plainly visible on the outside of all bags for the outgoing trip and your home address and telephone number for the return trip. I will have a supply of yellow baggage tags with the information pre-printed. These really are not critical so if you do not get the yellow tags from me at the airport, just make sure your name and home address are clearly marked on your bags.

Seat Assignments – these have been made and were provided on the participant list which I sent yesterday. If you wish to change your seat, you may take care of this with the agent at check in.

Upon arrival in Gunnison, please proceed to claim your baggage and skis. We will stay in the baggage area, or another convenient place, until I locate our bus transportation. We will then board the motorcoach for Crested Butte. It is approximately a 45-minute ride from Gunnison to Crested Butte resort. I am planning on a grocery stop at the Safeway in Gunnison. This will be a quick 20-minute stop for grocery and beverage “essentials” that you will need for the trip. During each of our motorcoach trips, I will be asking for a small contribution from each of you to be used as a group tip to our drivers.

LODGING – We are staying in the Plaza Condos located a short 150 yard walk from the base area and lifts. There is a shuttle bus which runs every 30 minutes from outside our hotel to the base area if you prefer not to walk. Our accommodations are a mix of 2 and 3 bedroom condos. Generally the lodge does not make specific assignments until a day or two before arrival since condo numbers can change right up to arrival. In general, each condo will have one queen-bedded room and either one or two rooms with twin beds. However, this is somewhat variable and bedding is never guaranteed. Hopefully I will have more information on this before we leave.

Amenities in the condos include fully equipped kitchens, laundry facilities, wireless access, as well as indoor and outdoor hot tubs and a steam room at the facility. Unfortunately, the Firehouse Grill which was previously located in our condo facility has now closed. However, there are several nearby restaurants within walking distance as well as numerous restaurants in historic downtown Crested Butte which is approximately 15 minutes away by shuttle bus.

The address of our accommodations is as follows: The Plaza, 11 Snowmass Road, Mt. Crested Butte, CO 81225
Tel 970-349-2900

Upon arrival at the resort, you will need to check in and provide a credit card number at the desk. Bellmen will be available to assist with transport of bags to condos. Baggage handling fees are included in the price of the trip. I have scheduled a Welcome Wine & Cheese Reception in the party room of the condo facility from 6-7pm on night of arrival. There will be mountain reps to pass out lift tickets and your Adventure Center passes. You will need to sign a liability waiver for the Adventure Center pass. The lift pass is good for 4 days of skiing or use of the Adventure Center.

Breakfast Options – For those not inclined to have breakfast in their condo each morning, there are several options which have been recommended. In the Elevation Hotel, right across the street, there is an upscale restaurant, **9380**

Prime which serves breakfast. *Camp 4 Coffee* has “grab and go” breakfast items (pastries, egg sandwiches) as well as a wide variety of coffee drinks. And *Avalanche Bar & Grille* has the biggest selection of breakfast items and is on the way to the slopes from the shuttle stop.

SKIING INFORMATION – You can get the current snow reports by accessing the Crested Butte website at [Crested Butte Mountain Resort/snowreport](http://CrestedButteMountainResort.com/snowreport) . They currently show a 48” base with 3” of new snow and 100% of their Beginning, Intermediate and Advanced runs open. Be prepared for the cold and variable temperatures. Items which can be layered and added or removed as necessary are preferable. Items to remember to pack include are: gloves/mittens and liners, UV goggles, sunglasses, powder cords, insurance card, prescriptions, swimsuit, flipflops, face mask and neck gaiter, sunscreen, lip balm, ski lock, credit card and government issued ID or passport.

RENTAL EQUIPMENT – Our tour operator (Winter Ski & Sport) has arranged for us to receive a 20% discount on rental equipment by accessing the following website or calling directly to the number shown. Several people have done this already and reported that it worked very well. It is Peak Sports Crested Butte and is located slopeside just yards from the Red Lady lift. <http://www.rentskis.com/winterskiandsport>

The link will take you to a welcome page where you select your destination and the discount will be applied automatically at “check-out”. It is generally easier and faster to obtain the discounted rates via the webpage but you may also call on the phone and ask for the discount program arranged for guests of Winter Ski and Sport. The phone number is 800-544-6648 or 970-349-6121.

MOUNTAIN TOUR – Free guided tours of the mountain are offered daily at 10:00am and 1:00pm. They leave from the Guest Services kiosk at the base. For those interested, let’s plan on meeting at the kiosk at 9:45am on Thursday for the 10am tour.

GETTING AROUND THE RESORT AND TOWN – Our condo is conveniently located just 150 yards or so from the ski base area. There is also a free shuttle which runs every 30 minutes from in front of our condo to the base area. From there, you can catch another free shuttle which runs into the historic town of Crested Butte about 3 miles away where you will find a variety of restaurants and shops. The town shuttle runs approximately every 15 minutes and times are posted on the signs at the shuttle stops.

SKI & RIDE LESSONS – Crested Butte offers an assortment of both group and private ski and board lessons. Sign up at the Adventure Center at Mountaineer Square or the Axtel Building slopeside. Ski school reservations and information can be accessed by calling 970-349-2252.

NOTE REGARDING ELEVATION AND ALTITUDE SICKNESS – The base of Crested Butte is 9,375 feet and the peak is 12,162 feet. The chairlift top is 11,875. While not quite as high as areas such as Breckenridge, these altitudes can still cause shortness of breath, headaches, and other symptoms of altitude sickness. It is recommended that you begin hydrating even before leaving on the trip and continue to drink lots of water throughout the trip to mitigate symptoms. Moderate your alcohol consumption, especially for the first day or two since alcohol can be dehydrating. Carry a water bottle with you and drink regularly both on and off the mountain. If you feel you may be prone to AMS (Acute Mountain Sickness), check with your doctor for a prescription to alleviate symptoms.

That’s about it for now. Please contact me with any questions or suggestions. Otherwise, I will see most of you at the airport on Wed., 2/10 or at our Wine & Cheese Party at the resort. A very tentative itinerary is attached. I am looking for some coordinators for dinner reservations. If anyone has a restaurant they have been to or heard about and would recommend, let me know and I will add it to the list.

Trip Leader:

Cell Phone:

TENTATIVE ITINERARY – as of 2/3/10 (will be updated as we go along)

Wednesday, 2/10 – ARRIVAL DAY

4:30pm approx. - Arrival at condo; after checking in, those renting equipment may wish to take care of it now if not already done so.

6-7pm – Welcome Wine & Cheese Reception - Plaza meeting room, lower level. A Crested Butte representative will be present to distribute lift tickets and Adventure Center passes and discuss lessons, mountain tours and answer any questions you may have. Coordinator needed for dinner reservations.

Thursday, 2/11 -

10am – Mountain Tour; meet at Guest Services kiosk at the base of the mountain at 9:45am

5pm – Possible après ski with Frederick Ski Club – TBD; Dinner in town? Coordinator needed

Friday, 2/12 –

Après Ski at Hot Tub or another location TBD; dinner reservations in town; coordinator needed

Saturday, 2/13 –

Après Ski at Hot Tub or another location TBD; dinner reservations in town; coordinator needed.

Sunday, 2/14 – Valentine’s Day!

Farewell reception in trip leader’s condo; bring your leftovers! Final instructions for tomorrow’s departure.

Monday, 2/15 – Departure Day

Check out of rooms and turn in keys; grab a quick lunch prior to bus departure ;

1:30 departure via Alpine Express to Gunnison Airport for a 3:50 flight.

Trip Leader’s Cell:

SCWDC FLIGHT/BUS TRIP EVALUATION FORM

LOCATION _____ **DATE** _____ **LEADER(S)** _____

Lodge/Condo Name: _____

I Trip Ratings: This information is **confidential** and **optional** and is only used to assist in discovering interests and trends and help the Club select and structure future activities.

Member Yes No
 Age <20 20's 30's 40's 50's 60's >70
 Ability Beg Int Adv Expert Ski Ride
 Total number of trips taken with the SCWDC: _____ SCWDC trips this year: _____

Rate the following aspects of the trip: (1=Outstanding, 2=Very Good, 3=Good, 4=Poor, (Please 5=unacceptable, N/A=Not Applicable) explain 'unacceptable' ratings on the back)

Lodging	Ski Area	Village
<input type="checkbox"/> Proximity to the slopes	<input type="checkbox"/> Hospitality	<input type="checkbox"/> Dining Options/Night life
<input type="checkbox"/> Proximity to the village	<input type="checkbox"/> Suitable terrain variety	<input type="checkbox"/> Cost value of amenities
<input type="checkbox"/> Prox. to the village shuttle	<input type="checkbox"/> Ease of accessibility to lifts	<input type="checkbox"/> Availability of other activities
<input type="checkbox"/> Condition of rooms	<input type="checkbox"/> Cost value of area amenities	<input type="checkbox"/> Overall Rating
<input type="checkbox"/> Responsiveness of staff	<input type="checkbox"/> Rental Equipment condition & Availability	
<input type="checkbox"/> Lodge atmosphere	<input type="checkbox"/> Ski School lessons	
<input type="checkbox"/> Overall Rating	<input type="checkbox"/> Overall Rating	
Airline: _____	Bus Co.: _____	Receptions/parties given on trip
<input type="checkbox"/> Overall Rating	<input type="checkbox"/> Overall Rating	<input type="checkbox"/> Overall Rating

What went well on the trip?

What could have been done to improve the trip?

Would you pay more for better accommodations? Yes No
 If so, how much more? \$ _____ or % _____ of trip price

II TRIP LEADER(S) EVALUATION

Rate the trip leaders' success: (1=Outstanding, 2=Very Good, 3=Good, 4=Poor, 5=unacceptable, N/A=Not Applicable) (Please explain 'unacceptable' ratings on the back)

Leader _____

Trip Leader (Before the trip):
 Leader's availability and friendliness
 Timeliness of trip letter and other relevant material
 Leader enthusiasm and trip marketing skills
 Knowledge of and communication of trip details

Trip Leader (During the trip):
 Leader's overall attitude (friendly, helpful, etc.)
 Organizing special activities (parties, games, etc.)
 Leader's participation in scheduled activities
 Crisis situation handling
 Overall effectiveness and leadership skills _____
 Knowledge and communication of trip details _____
 Food and beverages provided by the leader _____

General comments regarding leader (and assistant leader, if applicable):

Asst. Leader _____

Assistant Trip Leader (Before the trip):
 Leader's availability and friendliness
 Timeliness of trip letter and other relevant material
 Leader enthusiasm and trip marketing skills
 Knowledge of and communication of trip details

Assistant Trip Leader (During the trip):
 Leader's overall attitude (friendly, helpful, etc.)
 Organizing special activities (parties, games, etc.)
 Leader's participation in scheduled activities
 Crisis situation handling
 Overall effectiveness and leadership skills _____
 Knowledge and communication of trip details _____
 Overall Rating (Before and during the trip)

____ Overall Rating Leader (Before and During the trip) ____ Overall Rating Assist. Leader (Before and During the trip)

Would you go on another trip with this leader? Yes No Assist. Leader? Yes No

Use the reverse of this sheet for any additional comments

July 31, 2009

Comments for Airline, Lodging, Ground transportation, Etc.

Comments for the Leader and Asst. Leader

FLIGHT TRIP LEADER ACTIVITY REPORT

Please complete this report and return to the Flight Trip Program Chairman with copies of your Financial Report, promotional material (flyers, brochures, etc.) and all correspondence with the lodge, bus company, ski area, participants, etc. This form, along with the above material, must be submitted within **thirty (30)** days following your trip.

I. GENERAL

- A. Trip Name: _____ Trip Dates: _____
- B. Was your trip full?
- C. If so, approximately when did it fill?
- D. Number of persons on wait list:
- E. Number of additional persons expressing interest:
- F. Number of cancellations:

II. TRAVEL AGENT

- A. Names, contacts, phone number(s):
- B. Describe any problems:
- D. Describe any extra service you received:

III. TRANSPORTATION

- A. Air Carrier:
- B. Bus Company: _____ Driver: _____
- C. Describe any problems with either:
- D. Number of hours to reach destination: Air: Bus:
- E. Number of hours to return: Air: Bus:

IV. LODGE ACCOMMODATIONS

A. Name of Lodge:

Contact Person: Telephone: ()

B. Describe any problems at the lodge:

C. How were the rooms?

D. How were meals and service?

E. Describe any special parties, events, etc. that were held:

Did the lodge provide a complimentary party? If so, describe:

F. Did you receive everything you were promised? If not, explain:

G. Describe anything extra over and above the contract which you received:

H. Describe available facilities (sauna, pool, bar, entertainment, etc.):

I. Your overall rating: Do you recommend returning?

V. SKI AREA

A. List the areas where your group skied on this trip:

<u>Area</u>	<u>Contact</u>	<u>Telephone</u>
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B. How was your working relationship with the ski school, race department, lift ticket sales, etc.?

C. Did they provide any special events? If so, explain:

D. Your comments on area facilities, rental equipment, etc.:

VI. MISCELLANEOUS EXPENSES

A. What did you provide with the miscellaneous expenses?

B. Describe bus food for trip out and back, where purchased, price, quality, etc.:

VII. PARTICIPANTS

A. Describe any problems with any participants such as behavior, tardiness, injuries, and complaints:

B. Discuss the participants who volunteered to assist you, or helped you when asked:

VIII. LEADER ORIENTATION

A. Do you feel that you were adequately prepared (informed) to lead your trip? If not, explain:

B. Including this one, how many SCWDC Ski Flight Trips have you led? Assisted?

 New England or Mid-Atlantic trips have you led? Assisted?

C. There are primarily three means of training Flight Trip Leaders this year. Do you believe that they were necessary? Were they adequate? Did you attend? Respond to each:

 1. Meeting with Monitor to discuss and price the trip:

 2. Flight Trip Leader Seminar:

 3. Flight Trip Leader Manual:

D. In regard to the Flight Trip Leader Manual:

 1. Did you read the manual in its entirety?

 2. Did you refer to it often? occasionally? almost never?

 3. Was the format easy to follow?

 4. Did you fill out and use the Checklist and Milestones?

 5. List your suggestions to help future leaders with:

 a. Party themes:

 b. Contents of letter to participants:

c. Checklist of things to bring:

d. Recreational Race instructions:

e. List of supplies:

f. Suggested prices and quantities:

g. Other:

E. Describe any difficulty in completing the Financial Statement:

IX. ADDITIONAL COMMENTS

A. Your general comments:

B. Any recommendations for next year?

