

GROUPS INFORMATION GUIDE

SMR Groups

All of the information that you need to know about our Group Bookings at
Sasquatch Mountain Resort



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GENERAL INFORMATION

EDUCATION FIRST

SMR advocates providing quality outdoor sports for educational purposes at affordable costs. Group bookings are allocated strictly to accommodate school, community, or other educational and youth groups.

MINIMUM NUMBERS

Group rates are based on numbers with a minimum of 15 participants for Skiing/Snowboarding and a minimum of 35 participants for Trek and Tube. This minimum number does not include any accompanying supervising adults.

BASE

Every group is provided with a semiprivate space for the duration of their visit. All personal items can be stored with the supervision of a chaperone or left at the user's own discretion. Members can enjoy snacks, meals, and/or catered lunch at their own leisure in this space.

PARKING

The bus parking/drop off zone is in P2 for Skiing/Snowboarding and P3 for Trek & Tube. Groups have the option to park for the day in a designated spot provided upon arrival or drivers can leave the mountain and return for their pickup time.

RFID Cards

All guests who come to SMR must have an account made through our website. Guests can then receive their \$5.00 radio frequency identification card (RFID Card) where all products will be uploaded. RFID cards are individual to each guest allowing them to be re-used when they return to Sasquatch. Guests cannot access any activity if they do not obtain this card. These cards transfer season after season and are not specific to group bookings; any time guests visit SMR, a card will be mandatory. If lost, the card will need to be repurchased. We will be asking all guests to re-use old RFID cards where possible, before issuing a new card.

ROAD CONDITIONS

The road taking you up the mountain is paved for the first 1/3, while the last 2/3's is not paved and maintained as log road. The last 2/3's is not paved to prevent extreme slippery conditions. Drive safely and be prepared for winter conditions when heading to the top of the Mountain. Make sure you have your snow chains when traveling on Hemlock Valley Road. The BC Ministry of Transportation has made it mandatory for any vehicle on Hemlock Valley Road to carry proper fitting chains. Know how to use your chains and please do not put other drivers at risk by not coming up prepared for the conditions.

PAYMENT

Guests within the group can register as soon as the date(s) have been confirmed by SMR to a week BEFORE the group arrives. Groups will be invoiced 48 hours within business hours before the date of the event; if the event is on a Monday, the invoice will be sent the Thursday before the event. Payments are then to be made on the day of the event in the form of a cheque or an onsite credit card payment. If your group is participating for more than one day, the full payment for all events must be made on the first day.

BOOKING DEPOSIT

Every group at SMR is required to put a downpayment to confirm their booking. The deposit must be paid before going through with any group booking.

>100 guests = \$300 deposit

<100 guests = \$500 deposit

This is a refundable amount that is held in case of cancellation, or other extreme circumstances. The deposit will be refunded to you after your event if everything goes as expected.

REGISTRATION

SMR Groups Coordination team will provide a link for a Google Form and a Google Spreadsheet to the group organizer. The group organizer will then forward it to their students/students' parents (if guests are under the age of 19) to fill out with as much detail as possible.

The details that we request from this form include name, date of birth, email address and phone number for both the guest and their parent/legal guardian so that we can create an SMR Profile for the guest and their legal guardian. We then ask questions like if the guest has ever skied/snowboarded before, what level they are and what their height/weight/shoe size if they require rentals.

All of this information is protected by Google Privacy and will never be shared by anyone outside of our SMR Groups Coordination Team. Guests have until 1 week before the event to complete their registration otherwise they may risk missing out on the Group event.

UNREGISTERED GUESTS

All guests are expected to be registered before the registration deadline a week BEFORE the event. We will not accept any guests who have not registered during the designated timeframe. If a guest arrives unregistered and wishes to participate, they must pay full price for any items needed to participate with their own payment method. Unregistered guests may miss out on participating if the group is full.

WAIVERS

An exclusion of Liability Waiver must be signed for each participant on the mountain. All waivers will be emailed to the adult or guardian responsible for the participant. If a guest is under the age of 19, only a legal guardian is permitted to sign for the youth. An outstanding waiver will prohibit participation in any activity until completed.

RFID CARDS

All guests who come to SMR must have an account made through our website. Guests can then receive their \$5.00 radio frequency identification card (RFID Card) where all products will be uploaded. RFID cards are individual to each guest allowing them to be re-used when they return to Sasquatch. Guests cannot access any activity at SMR if they do not obtain this card. These cards transfer season after season and are not specific to group bookings; any time guests visit SMR, a card will be mandatory. If lost, the card will need to be repurchased.

CHAPERONE'S

We provide free tickets that are dedicated to and intended for chaperones who will be assisting the group coordinator and supervising underage groups for the duration of their visit. Tickets will be allocated as followed:

Ages 10 and under per 10 guests = 1 Free Chaperone

Ages 12 and older per 12 guests = 1 Free Chaperone

SUPERVISING ADULTS

If your group is bringing more supervising adults than what is within the ratio of free Chaperone tickets, SMR will provide the lowest tired price for these guests at \$69.00 before tax.

EXPECTATIONS

All chaperones and supervising adults must be assisting with maintaining the provided schedule and ensuring guests best behavior while on and off the mountain. It is required to have an emergency contact from a chaperone who is on site. This person must be readily available. Chaperone's/Supervising Adults are not required for groups that are over the age of 19 years old.

GROUP ORGANIZER

Every group organizer receives a free day ticket as a thank you from SMR for organizing the group. This is only 1 free ticket for the date of the group and is not included on the chaperone ratio.

CATERING/SNACKS

Groups have the option of either a catered or self-provided lunch for any type of group booking. All catering must be confirmed during the initial booking process.

Groups are **NOT** permitted to order from Molly's or the Chalet menus for the duration of their visit as requested by the kitchen.

SNACKS

SMR provides outlets for small snacks/beverages if needed such as A Hideaway and the Tube Park. These snack's consists of chips, sweets, bottled and hot beverages.

CATERING

Coordinators will be provided with 2 types of packages to choose from based on the group's needs. All participants, including chaperones, are to submit their options during the time of registration. All adults will be provided with the Standard Package unless stated otherwise. No additional orders will be approved after the registration deadline.

There is no Min/Max number requirement for either package.

PACKAGES

All prices are per-person (pp) and before tax CAD.

Light Package - \$10pp

The Light Package is of smaller portions suited for guests under 12 years of age. This promotes less waste and better meal management for smaller guests.

½ main

½ side

Small beverage

Standard Package - \$15pp

The Standard Package is designed for guests over the age of 12 and contains average sized portions.

Full main

Full Side

Medium beverage

Both packages contain the following options.

- Beef burger
- Chicken tenders
- Green salad with Chicken or Falafel
- Falafel Burger (Vegetarian*)
- Gluten free* burger

Side options include fries, soup** or salad.

*Additional \$2 per meal, regardless of package.

**Soup option will be the daily soup and cannot guarantee it is vegetarian or dairy free.

***Chaperone's/Supervising Adults will receive a sweet treat with their meal and have the option of Coffee for beverage

DIETARY REQUESTS

All dietary requests must be submitted during registration. SMR is happy to accommodate any dietary requests to the best of our abilities. Please provide as much notice as possible to ensure your needs are met.

PROGRAMS

S & S – SKIING/SNOWBOARDING

Enjoy Sasquatch Mountain Resort's terrain with lessons from our amazing instructors at a fraction of the price!

LESSON

Our 1.5-hour Lesson will be broken up into 6 ability levels allowing everyone to learn comfortably. These lessons are mandatory for anyone (excluding Chaperones/Supervising Adults) that wants to take part in the group rate. This is a legality how we ensure everyone's safety on the mountain. Our instructors will provide all ability levels with the necessary skills, knowledge, and confidence to progress their skiing or boarding in a fun, safe and engaging lesson. Whether it's your first time on snow or you are receiving professional coaching at our most advanced level.

After the lesson, guests will be able to use their new-found knowledge to have an all-mountain experience for the rest of the day with their friends and chaperone's.

The lessons will run from 10:00am to 11:30am or 12:00pm to 1:30pm Monday – Friday.

PRICING

We offer a few different options for these skiing/snowboarding days. Please note that all prices are Per Person (pp), in Canadian dollars and before tax.

Explore our options for skiing and snowboarding:

- Single day Sassy Slopes lessons and access \$55pp (before tax)
- Multi day Sassy Slopes lessons and access (this could be consecutive days or weekly)
 - 2 days for \$110pp (before tax)
 - 4 days for \$200pp (before tax)
- 3-day Sampler program – 1 day Skiing, 1 day Boarding, 1 day Trek and Tube \$149pp (before tax)

RENTALS

We also offer Rentals at a discounted rate of \$10 per guest per day. This \$10 cost covers Helmets, Ski boots, Skis and poles or Snowboard Boots and Snowboard. These rentals are all pre-set before arrival based on the measurements given at guest registration, so it takes less than 5 minutes per person! Please note that there are no exchanges throughout the day. The \$10 rental rate applies to the guest's part of the group. We also offer this rate to any Chaperone's and other supervising adults.

ARRIVAL TIME

We expect you to arrive at least an hour before your Lesson starts. For larger groups, a modified arrival time may be coordinated to allow for more time if necessary.

WHAT TO EXPECT WHEN YOU ARRIVE AT SMR

Our team will come out to your bus to greet you and have a quick chat about expectations of the morning and where we will be going. We do a quick tour to point out the important landmarks like where Ski Patrol, bathrooms and the Bunny Hill is. This will give everyone that already has Ski's and Snowboard's a chance to place them outside on the racks before we go inside to place your things in your designated "base" for the day. As soon as everyone is settled, we will then have a quick chat about boundaries and safety on the mountain, hand out RFID cards, then we will get those that need rentals down to our rental shop in groups of 10. As soon as everyone is through rentals, they will go out to wait for the lesson to start. Please note, everyone is required to have participated in their lesson before going out on to the ski runs. This means that those that have their own gear **cannot** get any runs in before their lesson starts. This is a matter of safety.

DEPARTURE TIME

During the week (Monday – Thursday), our lifts close at 4pm. The last chair is at 3:30pm on Yeti (blue chair) and 4pm on Sasquatch and Whistlepunk. Our rentals department closes at 4pm, so we ask all groups to bring back their rental equipment as soon as they are finished for the day. On Friday's we have Night Skiing, so our mountain is open until 8pm. You can bring your rentals back at any time on a Friday before 8pm.

T & T – TREK & TUBE

Trek and Tube allows guests to adventure the outdoors with a guide and end the day with adrenaline filled fun at the tube park. A minimum of 35 guests are required for this adventure package. Snowshoes are included.

PRICING

\$45.00 per person (Before Tax).

WHAT'S IN THIS PACKAGE?

The beginning of the day will be a two-hour trek on our Village Loop (Red Loop). A qualified guide will provide an educational and stimulating hike on snowshoes. This leisurely walk takes guests through the surrounding forest, a glimpse of the small village with a chance to spot a sasquatch (a prize goes to the first spotter)!

The second half of the day will be two hours of adrenaline filled tubing. Guests will complete the trek at the tube park hut and be briefed on the rules and expectations of our Tube Park. Tubes will be stacked and ready for use with the park exclusively waiting for your group.

ALL TUBE PARK GROUPS

Group bookings for the Tube Park have exclusive access of up to 8 lanes for 2 hours. All groups booked for the Tube Park require a minimum of 35 guests per 2-hour time slot. If more than 2 hours are requested, additional costs will be applied.

PRICING

\$25 Per Person (before tax) per 2-hour time slot. *

*Please note that you do not have to pay this \$25 amount again if choosing the Trek **and** Tube option above.

TUBE PARK HUT

Your group is permitted full access to the tube park hut. Inside, there are public washrooms and a heated seating area for your leisure. There will be an outdoor fire pit and seating provided if guests wish to be outdoors and enjoy watching the group use the facility.

CHAPERONE'S

Chaperone's/supervising adults are allowed to use the Tube Park at the same ratio as above; however, they will be expected to be supervising and taking responsibility for their group of youths. There must be a chaperone supervising the indoor facility if any guests are using this space. SMR holds the right to refuse service of the hut if the facility is abused in any regards.

ARRIVAL TIME

We ask that all tubing groups arrive at the Tube Park Hut 30 minutes to an hour before their time slot. This will allow rollcall, RFID hand out and an informative briefing before beginning the adventure. Buses can park in P3 for the duration of the group's visit or leave the mountain and return at a designated time.

DEPARTURE TIME

Users must vacate the Tube Park once the time slot has come to an end. If participants are pending the arrival of a bus, they must relocate to the main lodge and await arrival there. If additional space is required in the main lodge for departure, please specify with the group coordinator while organizing dates.