

## STUDENT COORDINATOR INFORMATION QUICK SHEET 2023 – 2024

### WEATHER CONDITIONS:

- Our programs run in almost all weather conditions. We will call you by noon on your scheduled day if the ski area must close for any unforeseen circumstances.

### CANCELLATIONS:

- Please email [groupsales@wachusett.com](mailto:groupsales@wachusett.com) or call 978-464-2300, ext. 3550 to report your group's cancellation.
- You must notify us no later than 11am of that day or it will count toward your total sessions. If your school is cancelled because of weather, you must still call. Your make up for that session will not include lessons if you cancel your session but other schools still come.
- Your cancelled session is made up at the end of your program.

### COORDINATOR:

- **IMPORTANT-** Coordinator/Chaperone Terms, Release of Liability & Conditions Form must be filled out and turned into Group Sales No Later than December 15, 2023. Waivers are needed to hand out badges.

#### Steps when you arrive at Wachusett,

- **FIRST** - Make sure your chaperone(s) know what to do and where to go.
- **SECOND** – Come to the Group Sales Counter every week and check in with your absentee list. This is when you submit your student changes, receive your envelope with new RFID badges, receive absentee coupons and take care of lost and forgotten badges.
- **THIRD** – Check with your chaperone(s) to see if they need help with the students.
- **FOURTH** – Verify your cell phone number as it will be used for program emergencies.

### FORGOTTEN & LOST PASSES/BADGES:

- Forgetting or Replacing a Student Badge is \$15 if Badge/Pass Insurance has not been purchased at time of purchase. No exceptions of free reprints.

### ADDITIONAL GUESTS:

- Coordinator must report additional guest(s) coming with their group the day before their program session. Please email [groupsales@wachuset.com](mailto:groupsales@wachuset.com) with the name of the school, the number of lifts and rentals (Ski or SB). Payment is made when checking in, **payment cannot be made on coordinators incentive cowcard.**

### CHANGES, WITHDRAWALS AND INJURIES:

- Please familiarize yourself with our Mutual Agreement and Cancellation Policies. These can be found on our web site under Tickets & Passes> School Groups.
- There is a \$10.00 clerical fee for changes and withdrawals made after the student's order is received by Wachusett Mountain.
- To withdraw from the program, return your student's pass along with a request in writing. If a medical issue, we'll need a doctor's note stating the date of injury or illness.
- The parent can submit written request for changes or withdrawals before December 29, 2023 ([groupsales@wachusett.com](mailto:groupsales@wachusett.com)). After December 29, 2023, the program coordinator will hand it in the first day of the program.

**LODGE ETIQUETTE:**

- Please have students use Lockers, Cubbyholes and Hooks located throughout the Lodge. Walkways must be clear!
- A sign can be placed on ONLY ONE TABLE as a designated area to meet.
- Skis, Poles and Snowboards are not allowed in the building.
- Trash must be removed from tables and food trays returned.
- Coordinators and Chaperones are asked to assist in keeping stairs, doorways and aisles clear.

**ADDITIONAL FEES:**

- Tuesday, Wednesday, Thursday, Friday & Saturday Programs (6 & 8 week sessions): additional \$30.
- After December 1, 2023, Program Badges increases \$30.

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