

Wachusett Mountain Student Program

Coordinator Manual:

Thank you for coordinating your group's Student Program. We appreciate your work to introduce a new generation to the sport. Below, you will find helpful information as you prepare your group and plan for a successful season.

Steps when you arrive at Wachusett:

1. Make sure your chaperone(s) know what to do and where to go.
2. Check in at the Group Sales counter with your attendance list This is when you can:
 - Turn in any student change/withdrawal requests*,
 - Receive your envelope with new badges,
 - Take care of lost and forgotten badges and
 - Pickup absentee coupons

** Changes require written consent from parent/guardian, payment for services, and \$10 change fee*
3. Check with your chaperones to see if they need assistance.

RFID Badges:

- Badges are required throughout the program.
- Badges can be picked up Christmas Week. Contact Group Sales to confirm readiness. Badges will not be mailed.
- To avoid lost and forgotten badges, we recommend you collect and distribute badges weekly.
- If the Badge/Pass Insurance has not been purchased, there is a replacement fee of \$15 for students that have forgotten or lost their badges.

Rentals:

- Students renting equipment should get off the bus first for each session.
- Ski Rentals are in the building adjacent to the Lodge.
- Snowboard Rentals in the white dome building by the Learning Center.
- All ski and snowboard rentals are to be returned to the rental shop at the end of each session.

Lessons:

- Please have students in line for lessons 10 minutes prior to the lesson time
- Chaperones should accompany students through this process
- First time beginners will not be accepted after the first session.
 - Beginners should not go on any lift or slope without having their first lesson.
 - Anyone attempting to ski or ride on trails above their ability will have their badge revoked without refund.
 - Please note: First Time Skiers and Riders may take one or more sessions to learn the skills needed for lift serviced terrain.

Chaperones:

Chaperone Guidelines:

- Chaperones must be 21 years of age
- Each school is allotted one chaperone per 10 students.
- Coordinator/Chaperones Terms & Condition Form (found in coordinator center) must be filled out by both coordinator and chaperones and turned in to Group Sales by 12/15/23. Forms must be turned in to receive badges.

Chaperone Responsibilities:

- Distributing RFID badges,
- Assisting with the rental process, directing students to lessons (10 minutes prior).
- Supervising student activities in the lodge and on the mountain.

Chaperones may go skiing or riding after all students are through the Rental Shop, have their equipment on, and are on the hill or with their instructor. Prearrange a meeting area for you, your chaperones and students.

Outside of your chaperone allotment, extra adult helpers must pay to ski or ride. Discounted tickets can ONLY be purchased by the coordinator.

Student Group Behavior:

Wachusett Mountain Ski Area is a family ski area. Any student found drinking alcohol, stealing, in the possession of a controlled substance, using vulgarities, reckless skiing or boarding, or anything else that in management's, coordinator's or chaperone's opinion is considered disruptive, dangerous or illegal, will be dismissed from the program without a refund.

Proper Lodge Etiquette:

- **No Skis or Snowboards in the building**
- Properly store belongings
- Remove trash from tables
- Return cafeteria trays
- Keep stairs, doorways and aisles clear at all times.
- We ask that you do not bring non-skiing and snowboarding students. Loitering will not be tolerated.

Reserving Tables: Please notify helpers and participants that they cannot reserve multiple tables. We allow only one table with one sign for your program so your group has a designated area to meet. Any additional signs will be removed to allow seating for other guests.

Storage: Lockers are available in the lodge and rental shop, ranging from \$7-\$12. There are also cubbies and hooks throughout the lodge. Equipment racks are available across the base area. Wachusett Mountain Ski Area is not responsible for lost, stolen, or damaged equipment.

Bus Driver Notice: Please notify all your drivers that the buses are not allowed to idle on our property at any time. In cooperation with the National Ski Areas Association Sustainable Slopes, we enforce the Massachusetts no idle laws. Not only do we request that the buses be shut off for the health and protection of our customers, but it is also a state law that the buses not be allowed to idle for more than five minutes.

Attendance:

An attendance sheet is required to be turned in at Group Sales every week. Forms can be found in your [Coordinator Center](#) or you can use your own. Please put the date, school/program name and an "A" next to the absent participants. You will receive a \$20 off coupon for each absent student. Please handout coupons to students ASAP as students often want to make up their visit right away. Coupons can be redeemed at the Ticket Windows or Front Desk. These coupons are transferable and are valid through December 24, 2024.

Cancellations:

Call Group Sales at 978-464-2300 ext.3550 or email groupsales@wachusett.com with your cancellation NO Later than 11:00 AM of your scheduled day.

Our programs run in most weather conditions. We will call you by noon on your scheduled day if we cancel your session. If you cancel your session but Wachusett Mountain remains open, your make-up session will not include lessons. Your cancelled session is made up at the end of your program.

If your session has been cancelled due to inclement weather or school closing and your students would like to come on their own, they will receive 50% OFF lift and rental purchases when they present their student RFID Program Badge to Customer Service or the Group Sales Counter. Passholders must adhere to valid pass times.

Lessons run for consecutive weeks as the school program. Except for school closures, if for any reason you cancel your program session, lessons cannot be made up.

Eligibility: Student programs are open to students in grades 3 -12 ages 9 and up, teachers, and parents of those students (**3rd grade and above**). You may restrict the program to grades and ages you choose. Brothers and sisters are not eligible if attending a different school. Recreation Dept. and YMCA programs are the exception.

Tuesday, Wednesday, Thursday, Friday, & Saturday Programs:

(6-8 sessions Badge Fee only, Add \$30. -

Changes, Withdrawals, & Injuries:

- There is a \$10 processing fee for changes & withdrawals made after the order is received by Wachusett Mountain
- To withdraw from the program, return the RFID student badge or season pass along with a request in writing.
- If a medical issue, submit a doctor's note stating the date of injury or illness.

- Parent/guardians can send their request for changes or withdrawals before December 29, 2023 to via email to groupsales@wachusett.com .
- After December 29, 2023, the program coordinator can submit the parent/guardian's written request on the first day of the program. Please have the student(s) accompany you to the Group Sales counter to process these requests. Payment for additional services and the \$10 change fee is required at the time of request.

MUTUAL AGREEMENT

- To withdraw from the program, return your Student Badge or Season Pass along with your request in writing. For medical issues, we will need a doctor's note stating the date of injury or illness.
- All changes from the current season must be presented to Wachusett no later than April 1, 2024.
- No credit card refunds without the purchase of Badge/Pass Insurance.
- Badges, Passes, Lessons or Rentals may not be substituted or transferred for any reason. Misuse will result in the loss of privileges. Programs are date and time specific.
- There is a \$10 fee for changes made after your order is received.

Program Information Flyer: Please read completely so you will know the start date, benefits, restrictions, and fees of our program. Program fees increase after December 1, 2023. Program ordering closes December 15, 2023.

Restrictions: Program guidelines, times and conditions must be adhered to. Passes and services are not transferrable. Misuse will result in the loss of skiing and riding privileges. **NO SUBSTITUTIONS OR EXCEPTIONS.**

Schedule Changes:

- Please notify the Group Sales Office via email at groupsales@wachusett.com as soon as possible of different start dates, early release days and sessions that you cannot attend on your assigned day.
- **No Programs** on Monday, January 15, 2024 or during February Vacation, February 19-23, 2024.

Coordinator Incentives:

- Your earned season pass incentive(s) must be redeemed through your Coordinator Center with the Incentive Form.
- You may divide your incentive with one other person when reaching 40 members **(example 15 = 1- Bronze Pass, 25 = 1- Silver Pass).**
- To redeem, go to your Coordinator Center, click on Incentive Form, select the incentive earned and enter the information required for that incentive.
- You may opt to use the acquired number toward an upgrade to a higher-level pass. This upgrade must be done at the Group Sales office.
- **Incentives are valid for the Current Season Only.**

Paid Members Incentives

- 15 Bronze Pass
- 25 Silver Pass
- 35 Gold Pass
- 35+ Start over for More! More! More!

Lost/Forgotten Badges:

A lost or forgotten badge can be replaced with a \$15 fee. This must be done by the coordinator; students are not able to get a reissued pass without their coordinator present. Badge/Pass Insurance can be purchased at the time of pass purchase and will allow for a complimentary reprint of the badge/pass.

Program Guests (must be 3rd Grade or Above):

Coordinators can purchase additional tickets/rentals for program guests. These passes are valid for the same time period that the program for which the program is scheduled.

Coordinators will now submit additional guest(s) coming with their group the day before their program session. Please email groupsales@wachuset.com with the name of the school, the number of lifts, rentals (Ski or SB) and lessons (Ski or SB), if available. Payment is made when picking up at check in (checks only please).

Guest Rates:		
Monday-Friday (After School) Saturday & Sunday Evenings	Weekday Morning Groups Arriving 9am-11am	Saturday & Sunday 7:30am – 3:30pm
All Area Lift Ticket: \$40.00 Rentals – Ski or SB: \$35.00 Lessons: Not Available	All Area Lift Ticket: \$45.00 Rentals – Ski or SB: \$35.00 Lessons: \$40.00	All Area Lift Ticket: \$60.00 Rentals – Ski or SB: \$45.00 Lessons: \$50.00

We are looking forward to a very exciting year and hope this information will help you run a smooth, organized program. If you have any questions, please don't hesitate to give us a call at 978-464-2300 Ext. 3550 or email us at [**groupsales@wachusett.com**](mailto:groupsales@wachusett.com).

Thank you for your cooperation.

Group Sales Staff

