

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.

Eligibility

The program is open to students in grades 3-12, ages 9 and up. You may restrict your program to the ages and grades of your choice. Siblings are not eligible if they attend a different school. Recreation departments and YMCA programs are the exception.

Program Flyer

Please read through it completely so you know the start date, pass and rental options, restrictions and fees of the program.

Coordinators

You are responsible for organizing your chaperones and students. When you arrive at Wachusett you need to:

- Make sure your chaperones know who they are responsible for, what to do and where to go
- Choose a designated meeting spot for chaperones and students
- Stop by the group sales desk with your attendance list. At this time, you will receive absentee coupons, replace any lost badges, and purchase any guest passes needed
- Check in with your chaperones to see if they need help with any students, and pass out any new badges you may have picked up

There are coordinator and chaperone forms in your coordinator center that need to be filled out and returned to group sales by December 12th in order for you to receive your badges.

Chaperones

You choose who you want to bring each week as chaperones, they can be the same each week or you can rotate. You are allotted 1 chaperone per 10 students. Chaperones must be 21 years of age or older.

Chaperone responsibilities include:

- Distributing student badges
- Assisting with rental process and directing students to lessons
- Supervising students in the lodge and on the mountain

Chaperones may go skiing or riding after all students are through the rental process, have their equipment on and are on the hill or with their instructor. Outside your allotted chaperones extra adult helpers can purchase guest tickets and rentals with you during check in.

Badges

Each student is required to have either a weekly badge or a season pass to participate in the program.

The weekly badges are available for pick up the week of Christmas vacation. Please call or email prior to pick up to ensure your badges are ready. Season passes will not be given to coordinators and must be picked up by the student as they will need to take a picture for their pass.

To avoid lost and forgotten passes we recommend you distribute and collect badges each week. If no badge insurance is purchased there is a \$15 replacement fee if the badge is lost.

Rentals

Students renting equipment should get off the bus first.

- Ski Rentals are up the stairs in the building adjacent to the main lodge
- Snowboard rentals are in the white igloo shaped building behind ski rentals
- To retrieve their rentals students will scan their badges at the computers located in the rental buildings
- Please remind students that all rental equipment must be returned at the end of each session

Lessons

Chaperones should accompany students to the lesson line up 10 minutes prior to the scheduled lesson time.

Lesson line up is on the snow in front of the ski school building.

- 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
- First time skiers and riders may take one or more lessons to learn the skills necessary for lift service trails

Park Passes

Allows students access to the terrain park and is valid for the whole season. Parents must purchase these online and sign the terms and condition waiver. These are not replaceable, if lost parents must purchase a new pass online.

Cow Cards

Cow cards are gift cards to Wachusett Mountain that students can use anywhere on the mountain (cafeteria, red apple farm, waffle cabin, bullock lodge, mountainside shop, customer service). They are tied to the student's name and parents can check the balance and reload them on our website.

Lodge Etiquette

- No skis or snowboards in the building
- Properly store belongings in cubbies and on hooks
- Remove trash from the tables
- Return cafeteria trays
- Keep stairs, doorways, and aisles clear at all times

Reserving Tables

We allow one table with one sign to be reserved in the Granite room for your program so your students have a designated area to meet. Any additional signs will be removed to allow seating for other guests.

Storage

Lockers are available to rent in the lodge and ski rental building. There are cubbies and hooks throughout the lodge and around the backside of the building. All belongings need to be stored away, bags are not to be left on the ground or on tables. Ski and snowboard racks are available all around the outside of the lodge. Wachusett Mountain Ski Area is not responsible for lost or damaged equipment.

Attendance

The coordinator needs to check in at the group sales desk each week and let us know how many students are absent. You will receive a \$30 off coupon for each absent student. Please handout coupons to students as soon as possible as students often want to make up their visit right away. The coupons are redeemable in person at the ticket windows and Customer Service Desk.

Schedule Changes and Cancellations

Please fill out the school group session cancellation form in your coordinator center as soon as possible, of different start dates, early release days, and sessions that you cannot attend. If your school is cancelled due to the weather, you must notify us no later than 11AM of your scheduled day. Make up days are added to the end of your program and will be on your regularly scheduled day of the week. Lessons run for six consecutive weeks, if for any reason you cancel your session lessons may not be made up.

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.

Credits, Withdrawals, Injuries

Any request for a credit or refund must be made on our website. The form can be found at www.wachusett.com/schoolgroups Prorated refunds will be offered to parents who purchased badge insurance. If insurance was not purchased, they will be offered a prorated credit.

Guest passes

During check-in coordinators may purchase additional tickets and rentals for program guests ages 9 and up. These passes are valid for the same time block that your program is scheduled for. Guest rates are:

- All Area Lift ticket \$64
- Ski or Snowboard Rental \$35

Ski Patrol

978-464-3111 We recommend that all coordinators, chaperones and students with phones add Ski Patrol to their contacts in case of an emergency on the mountain. Ski patrol takes walk ins and will snowmobile out on the mountain if needed. It is important for group sales to have the cell number of the lead coordinator/chaperone on site each week so we can contact them if there is an injured student.

Lost + Found

Lost and found is located at the customer service desk. Lost and found forms can be filled out on the website or in person. Lost and found items are held for one week before being donated. Please tell your students to write their name and number on all their belongings (jackets, snowpants, gloves, helmets, goggles, skis/snowboards/boots).

Busses

In cooperation with the National Ski Areas Association Sustainable Slopes and for the health and protection of our customers, we enforce the Massachusetts no idle law which states that the buses are not allowed to idle for more than five minutes.

Incentives

To redeem your incentives, you must fill out the incentive request form in your coordinator center. A new form needs to be submitted for each pass being redeemed. Incentive recipients may opt to use the acquired season pass towards 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.

Incentive Passes:

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

Mutual Agreement and restrictions

- To withdraw from the program the request must be made on our website.
- All changes from the current season must be presented to Wachusett no later than April 1st, 2027.
- No credit card refunds without the purchase of insurance.
- Program guidelines, times and conditions must be adhered to.
- Passes, badges, lessons and rentals are not transferable, misuse will result in the loss of skiing and riding privileges. No exceptions.

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 send an email to groupsales@wachusett.com or call 978-464-2300 ext. 3550.

Thank you for your cooperation,

Group Sales Staff