

BIG BEAR MOUNTAIN RESORTS GROUP GUIDELINES 2009/2010

GROUP LEADER MUST READ, SIGN AND RETURN THIS FORM TO THE GROUP SALES DEPARTMENT AT LEAST 72 HOURS PRIOR TO YOUR SCHEDULED VISIT

- 1.) To qualify for group rates, your group must have a minimum of 15 people purchasing a lift ticket within the same scheduled session. You will receive 1 free lift ticket for every 20 purchased (21st free). The free lift ticket must be used on the day of your scheduled visit. The guest receiving the complimentary lift ticket must pick the ticket up at the Group Sales Office on the day of visit.
- 2.) Paid reservations are required at least 72 Hours in advance of each group visit. The Group Ticket Order Form and Group Guidelines must be completed and returned to the Group Sales office 72 hours before your scheduled visit. For multi-day trips, please fill out a separate order form for each day of your visit. All group orders must be submitted with one form of payment for the entire group. Forms of payment accepted are credit card, cash, business check, or money order. Get your reservations to us seven days in advance and we can overnight your order to you.
- 3.) If your group is unable to visit on your scheduled trip date, the dollar value of your order will be kept in our system until you reschedule. A new order form must be submitted for your rescheduled visit. No refunds will be given due to inclement weather.
- 4.) If equipment rentals are needed for your group, a valid credit card must be on file with Group Sales to cover any loss or damage of rental equipment.
- 5.) To ensure ample parking, the Group Sales Office must be notified five days in advance if the group will be arriving by bus.
- 6.) Big Bear Mountain Resorts limits ticket sales to prevent overcrowding. The resorts are most likely to sell out during Holiday periods and on Saturdays in January and February. Therefore, there will be no cash refund for unused tickets.
- 7.) All group participants are required to execute a Ticket & Lesson Release and Waiver Agreement form. The Ticket & Lesson Release and Waiver Agreement form is posted on our websites or provided by the Group Sales Office. We strongly recommend the group leader have these forms executed by the participants of the group prior to the day of your visit. The original forms may be mailed in advance or presented immediately upon check in at the Group Sales Office. Please note that a parent/guardian signature is required for any participant under the age of 18.
- 8.) As a group coordinator you are responsible for the following: forwarding all information to your guests and consolidating the amount of lift tickets, lesson packages, and rentals needed, filling out the order form and collecting the money from your group. You will also be responsible for distributing all the tickets and vouchers to your guests. Please fax ticket order form and signed Group Guidelines, including one form of payment for the entire group to the Group Sales office.
- 9.) All group leaders *must* check in with the Group Sales office immediately upon arrival (even those who have received tickets in advance). Please provide all original signed documents (i.e. Group Guidelines, Ticket & Lesson Release and Waiver Agreement and Ticket & Lesson Release and Waiver checklist). Any guest receiving a complimentary ticket must be present at the Group Sales office. The group leader is the only person authorized to make any transactions for the group. All transactions must be completed before 2:00 p.m. on the day of visit.

Group rates are not valid in conjunction with any other offer or discounts.

I have read and agree to the above terms:

Group Name _____ Date of Trip/s _____

Group Leader Name _____ Signature _____

Address _____

City _____ State _____ Zip _____ Phone Number (____) _____

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