



*Sugar Mountain Resort, Inc.  
PO Box 369  
1009 Sugar Mountain Drive  
Banner Elk, North Carolina 28604  
(828) 898-4521*

## **Group leader information**

Sugar Mountain Resort's Group Sales Department looks forward to assisting your group in planning your winter sports vacation. We strive to make your experience as enjoyable and convenient as possible. Our staff will provide your group with orientation information, lift/slope tickets, rental equipment and lessons so you can "hit the slopes" with ease! The following instructions and recommendations are designed to help you, the Group Leader, and your group have an enjoyable experience at Sugar Mountain Resort. If you have any questions please feel free to contact us or visit the Group Sales Office.

Group rates apply to groups with 15 or more people ONLY. Your group will receive one complimentary lift/slope ticket for every 15 paying skiers/snowboarders. At least 15 people must ski or snowboard during a session to receive the group rate. Payment must be made in one form.

## **Organizing your group trip**

Choose the dates you wish to ski/ride. Many groups plan their trips to include midweek sessions when it is generally less crowded. However, group rates are available seven days a week. We recommend that the reservation form be filled out accurately and returned 30 days prior to your group trip. We have enclosed a sign-up sheet to help you calculate your costs.

The Group Leader is responsible for the advance collection of money and the subsequent distribution of tickets and rental forms once received. Lost or misplaced lift/slope tickets and /or rental equipment forms will NOT be refunded or replaced. Payment can be made at the time of lift/slope ticket pick-up or in advance.

We recommend that groups traveling by bus also bring a car with them. This is so the bus does not have to move if a member of the group needs to leave due to equipment rented elsewhere, errands, or any unforeseen emergency.

## **Group Ski and / or snowboard lessons**

The importance of lessons cannot be overstated. We suggest that first-time skiers/riders take a lesson. Lessons allow the beginner to get started right and the experienced skier/rider to improve. Please be sure to include this recommendation when talking to your group.

From past experience, the Sugar Mountain Ski/Snowboard School has determined that group lessons are not suitable for skiers/snowboarders under 8 years old. Children 7 and under interested in lessons should consider a private lesson, the Sugar Bear Ski School (ages 5-10), or the Polar Bear Snowboard

School (ages 7-14). Registration for these programs must be arranged through the Ski/Snowboard School.

Ski and Snowboard lessons are available every day on the hour from 9 a.m. through 3 p.m. as well as evening lessons at 6, 7 and 8 p.m. Students should meet for lessons 15 minutes prior to the scheduled lesson time at the Ski/Snowboard School.

When you calculate the total number of group participants, do NOT include children 4 and under, adults 70 and older, or any child enrolling in the Sugar Bear or Polar Bear Programs.

### **Arrival at Sugar Mountain Resort**

Your bus will be directed to Lot C, the bus parking area which is located near the Base Lodge. Group Leaders should keep the group together on the bus until ready to distribute tickets and forms. A member of the Sugar Mountain Ski/Snowboard School will meet your group at your bus or vans to give a brief orientation. If it is not possible to keep your group in your bus or vans, groups should assemble and wait in the Locker Room, Cafeteria on 3<sup>rd</sup> floor, or outside. To avoid congestion, please do not allow your group to congregate in the hallway outside the Group Sales Office.

A Group Leader (one person only please) should come to the Group Sales Office to pay for and pick up slope tickets, rental forms, and lesson tickets. Payment may be made with cash, organization check, traveler's checks or approved credit card: Master Card, Visa or Discover. Payment must be made in one form. For example - all on one credit card, all on one check, etc. Checks should be made payable to: Sugar Mountain Resort, Inc.

Once you have picked up the slope/lift tickets, rental equipment forms and lesson vouchers go back to your group and distribute them. Please show your group how to attach the lift/slope ticket properly (on pants or jackets, NOT on hats, goggles, boots or gloves) and please have them put the lift/slope ticket on clothing that will be worn all day (not on clothing that will be taken off if weather warms up). Have your group fill out the equipment rental forms and proceed to the rental equipment line. Please inform your group that there is no need to stop at the Rental Department cashiers. They may proceed directly into the rental equipment area. Once the group has rental equipment they should, depending on time and/or lessons, proceed to the slopes or the Ski/Snowboard School meeting area located outside of the Ski/Snowboard building.

### **Rental equipment**

1. Rental equipment is NOT reserved: it is on a FIRST-COME-FIRST-SERVED basis. Our suggestion is that groups assemble in the rental line at approximately 8:00 a.m. for the day session and by 5:30 p.m. for the night session. Please be aware that on particularly busy days, equipment rentals may run in short supply for the Half Day and Twilight sessions. If you feel your group might be affected by this, please discuss this with the Group Sales Office prior to arrival for recommendations. Also, please remind your group that each individual is responsible for equipment issued to them.
2. Any group renting snowboard equipment should be aware that they have to make a \$400 refundable deposit (imprint of credit card) in the Group Sales office.
3. Any group renting helmets should be aware that they have to make a \$70 refundable deposit (imprint of credit card) in the Group Sales office.

4. We offer insurance for all rental equipment. The fee is \$5 per set and is payable in the rental shops. The insurance covers broken equipment but not lost or stolen.
5. Any minors 18 years of age and younger require a parent/guardian signature to rent equipment. Please make sure the parent or guardian is available at the time of rental.

#### **More useful tips**

1. Indoor picnicking areas are available on the 3<sup>rd</sup> floor or in the locker area located on the ground floor, next to the rental equipment area. Outdoor picnicking is available on the slope side deck. Picnicking is not allowed in the cafeterias.
2. Large and small lockers are available for your convenience on the ground floor. Sugar Mountain Resort is not responsible for personal items left unattended.
3. For Full Day sessions, Group Leaders may pay for and pick up lift/slope tickets, equipment rental forms, and lesson tickets the night before the group plans to ski/ride. The Group Leader must have accurate numbers. There will be NO refunds should someone in your group decide not to ski/ride the following morning.
4. For your convenience, groups skiing/riding multiple, consecutive days may keep their rental equipment overnight without having to turn it in after their first skiing/riding session. If your group would like this service, please let the Group Sales Cashier know at the time of your first transaction. The Cashier will then make the necessary arrangements.
5. Lodging is available for groups. The Group Sales office can offer lodging recommendations or you may visit [www.skisugar.com/lodging](http://www.skisugar.com/lodging) for a list of accommodation facilities available in the area. You may also contact the Banner Elk Chamber: 828-898-8395, Avery/Banner Elk Chambers of Commerce: 800-972-2183, the Boone Chamber of Commerce: 800-852-9506, or The Blowing Rock Chamber of Commerce: 800-295-7851.

We look forward to providing your group with a wonderful winter experience!

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