



## GROUP LEADER PACKET

**Congratulations and thank you for bringing your group up to Mt. Spokane Ski & Snowboard Park!**  
**Your Mt. Spokane Group Coordinator is: Brenda McQuarrie (509) 238-7011 or [brenda@mtspokane.com](mailto:brenda@mtspokane.com)**

To receive the group pricing, groups must have a single Group Leader who take care of all correspondence and transactions with Mt. Spokane. Please follow this Group Leader Checklist to help make your experience at Mt. Spokane as smooth, easy, and fun as possible!

### **What are my duties as the Group Leader?**

As the Group Leader, you will be your group's single point of contact and communication with Mt. Spokane. You will relay all information to your group, including pricing information and required forms such as lesson and rental releases. You will collect payment (either in-person or facilitate online payment, see below) from your group participants. On the day of your trip you will meet your Mt. Spokane Group Coordinator in the Snow Sports Center and receive lift tickets and other items. As the Group Leader you will receive a complimentary lift ticket on the day of your group's visit! Thanks for your hard work in bringing your group to Mt. Spokane.

### **How do my group participants pay for this trip?**

You have a few options:

1. Your group members can pay for their lift tickets and other items by visiting our website at <https://store.mtspokane.com> and clicking Group Login; your Mt. Spokane Group Coordinator will provide a unique login name and password for your group.
2. Collect monies ahead of time from your participants and pay for the visit with cash, check, or card in a single transaction when you arrive on the day of your trip.
3. Collect monies from your participants on the mountain on the day of the visit, and pay Mt. Spokane when all money has been collected (also in a single transaction; cash, check, or card accepted).
4. Select groups qualify for invoicing after their trip rather than payment on the day of. Please discuss this option with your Mt. Spokane Group Coordinator.

### **BEFORE MY TRIP**

1. Complete the Contract and return to your Mt. Spokane Group Coordinator. This confirms your trip.
2. Your group will have questions! Feel free to contact your Mt. Spokane Group Coordinator at any time for answers. We want to make this as smooth as possible for you!
3. The Rental or Lesson Release Forms MUST be filled out by anyone who is renting and/or taking a lesson, and must be signed by a parent/guardian to be valid. Distribute these with your initial communication with your group.
4. Fill out your Roster as the information comes in. Fill this form out as completely as possible. This will make it easier for you on the day of the trip.
5. Notify your Mt. Spokane Group Coordinator of your preliminary numbers for tickets, rentals, & lessons by noon on the Wednesday before your trip.
6. Although you are welcome to collect payment prior to your trip, it will be much easier for you to collect payment from your group members on the mountain at the time of your trip. We will provide a cash drawer for you to securely collect & store cash and check payments.

### **THINGS I SHOULD KNOW**

7. If you're bringing a bus, Mt. Spokane needs to know about it so that we can arrange space up front in the parking lot. Let your Mt. Spokane contact know about the bus as soon in the process as possible.
8. You will receive your group's lift tickets when you arrive. The tickets have a small stub on the bottom that must be detached and kept by the recipient – if they lose their ticket, they must present the stub in the Snow Sports Center to receive another one free of charge.
9. Tax is included in all listed prices.

### **ON THE DAY OF MY TRIP**

10. Arrive at the mountain at least an hour before your scheduled group arrival time. Check in at the Snow Sports Center in the Main Lodge to receive your tickets, deliver rental forms, and confirm any lessons.
11. Set up for your group's arrival in your pre-determined meeting area. We recommend the "Internet Café" area in the Main Lodge. You will recognize this area with its red chairlift benches. You can also meet in the upper mezzanine or Brown Bag area.
12. Accept payments, issue tickets, and keep track of all transactions on your pre-filled out roster.
13. When your group has hit the slopes and you're ready to finalize the sale, bring your cash drawer and all paperwork back down to the Snow Sports Center for final payment.

**Enjoy the slopes!!**