



Helpful Guidelines for Group Leaders

General Information:

- A group is categorized as 20 or more people made up of families, friends, club members, schools or youth groups, businesses or corporations and other organizations. Group lift tickets and related programs must be purchased at a minimum of 20 tickets beginning on the same day. Groups that arrive with less than 20 people will be referred to our retail lift ticket locations.
- The group leader (one member) is responsible for the transaction and the distribution of all lift tickets and all other additional products. The group leader will provide the Group Sales Center with one form of payment upon arrival or prior to arrival.
- One complimentary lift ticket will be provided for every 20 tickets purchased (i.e. 21st, 42nd, 63rd are free) during weekend and holiday periods. Midweek (non- holiday) the comp ratio is one per every 10 tickets. Comp ticket(s) to be issued will match most frequent paid tickets ordered.
- For group reservations for tickets, rentals and lessons please contact the Group Sales Office at least 48 hours in advance, with a product count and the most updated ticket order. Your tickets will be ready upon arrival for picking up in the Group Sales Office. Call us at 603-763-3500 x3572 or fax us your request at 603-763-5989.
- All group ticket, rental and lesson group transactions will take place in the Group Sales Center.

When you arrive at the Group Sales Center, please have the following information ready:

- Quantity of lift tickets you will need, by age category;
- Quantity of rental equipment and what rental package type (ski or snowboard).
- Quantity and lesson type for each participant. (Group Lesson, Get Into, etc)
- Cell phones: The Group Sales Center would like to stay in touch with the group leader in case of an emergency. If you have a cell phone, we ask that you register your personal phone number with us at the time of arrival.

Rental Equipment Information:

- Pre-set equipment is available. Please contact Group Sales for more information.
- Any group member renting equipment must have a signed and completed rental/liability form. The group leader should bring these forms into the Group Sales Office upon arrival.
- If renting be sure to review the Skier Type Chart, located on the online Forms section, to determine which category of skier matches your style. (This is not a lesson ability level chart)

- If members of your group are renting equipment, please make sure you have a credit card available for a group deposit imprint. The credit card imprint is required for all rentals that are being purchased and rented through the Group Sales Office.
- No minimum is necessary for group discounts on rental equipment packages or ski/snowboard lessons.
- Remember to return your rental equipment to the rental shop at the end of your visit. Equipment that is not returned will be charged to the credit card on deposit.

Group Lessons:

- For those that choose to take a lesson, the group leader will need to find out the ability level of each person who will be taking lessons. Group Lessons go out at 10 and 1PM, One Day Get Into Packages go out at 10AM Monday-Friday and go out every ½ hour between 8:30AM and 1PM weekends and periods. To learn more about lessons, check out the Learning Center's website.
- All lessons meet at the Learning Center. An instructor will meet you and ensure that you are put into the correct group.

Arrivals and Departures:

- Groups Traveling by Motor coach: Please have your motor coach driver pull into Parking Lot #2, and your driver will be instructed on where to park. A Mount Sunapee Ambassador will direct the group leader to the Group Sales Office. When you arrive, keep your group on the bus while you go into the Group Sales Center to pick up the group's tickets.
- Groups Traveling by Car: Non-bus groups should determine a meeting spot prior to arrival for ticket distribution. Any changes to ticket orders must be made by the group leader in the Group Sales Center no later than Noon.
- At the end of the Day: Remind everyone in your group of your departure time and set meeting places for everyone to check during the course of your ski day. The lifts run from 9AM until 4PM Monday through Friday, and from 8AM until 4PM on Saturdays and Sundays.

Please call us with any questions at the Mount Sunapee Group Sales Office or send us an email. 1-603-763-3500 x3572 or groups@mtsunapee.com