

TRIP COORDINATOR'S HANDBOOK

**HOW TO ORGANIZE AND PROMOTE
GREAT SKI VACATIONS**



**A publication of
Club Ski 30
HALIFAX, NOVA SCOTIA
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Appendices: These Forms are located on the [Club Web Site](#).

CLUB SKI 30 TRIP SIGN UP SHEET

CLUB SKI 30 TRIP APPLICATION FORM AND WAIVER OF LIABILITY

CLUB SKI 30 TRIP WORKSHEET

CLUB SKI 30 SKI TRIP REPORT

CLUB SKI 30 DEPOSIT SLIP

CLUB SKI 30 REQUESTS FOR APPROVAL OF SINGLE SUPPLEMENT

CLUB SKI 30 REQUEST/AUTHORIZATION FOR PAYMENT BY CREDIT CARD

PREFACE

This publication is meant to be a guide to assist Club members with the coordination of Club-sponsored trips.

The guide was designed by Coordinators for Coordinators. Any review to the guide shall be done by the Vice-President or a committee of experienced Coordinators appointed by the Vice President. It is reviewed periodically to update information and add suggestions, ideally at the end of each ski season.

Should you as a Trip Co-ordinator have any questions not covered in the guide, or should unforeseen circumstances arise with the coordination of any Club sponsored trip, please contact the Club Vice President for assistance

This is YOUR guide to facilitate a smooth and enjoyable Club trip. All comments and/or suggestions are welcome.

Club Ski 30 and its directors, officers, and trip coordinators (who are all volunteers) will not be responsible for any costs, damages, losses, or claims incurred, or suffered by any member participating in a club co-ordinated event. It is understood and agreed that all members participate at their own cost and risk, and that participation is purely voluntary and without recourse of any kind against the Club, its directors, officers, and trip coordinators.

CLUB SKI 30 EXECUTIVE

A complete listing of the current Club Ski 30 Executive can be found on the Club web site at <http://www.clubski30.ca/about>

I. CLUB SKI 30 TRIP POLICIES

All trip Coordinators should be aware of the following Club policies:

1) EXECUTIVE TO APPROVE ALL CLUB EVENTS / FUNCTIONS

All ski trips must be presented to the executive for authorization BEFORE being offered to members at a Club meeting. In order for an event to be sponsored by the Club, it must be promoted to all members.

A written contract with the resort or trip provider must be signed by the Vice President (or President), as members have no signing authority for the Club. The Vice President will then forward the signed contract to the resort or trip provider. A copy will be retained by the Vice President and additional copies will be provided to the Trip Coordinator (to keep track of payment requirements) and The Treasurer to keep a copy for audit purposes and financial tracking as required.

2) EXECUTIVE APPROVAL OF TRIP COORDINATORS

Trip Coordinators must be approved by the executive before being given approval to organize a Club trip. The executive shall encourage that trips above 20 participants include at least one new Coordinator, thus giving the Club a larger pool of Coordinators for future trips. To encourage and support Coordinators, there will be a Coordinators' meeting.

Availability for a minimum of 20 participants is required for approval of Club sponsored trips. If the minimum number of 20 is not met by the time deposits are due, the Coordinator must advise the Executive along with any changes in the trip cost. The coordinator shall decide whether they wish to continue the trip as a Club trip.

3) NUMBER OF COORDINATORS PER TRIP

Two Coordinators are required for all club trips over 20 participants. For trips over 50 participants, three coordinators are recommended. **Coordinators on a trip may not be a couple or members of the same household**, and at least one Coordinator should have experience coordinating a trip. Exceptions can be made at the discretion of the Executive.

4) COORDINATORS' HONORARIUM

Coordinators will each receive a base amount of \$40 plus \$3.00 per participant, with a minimum payment of \$100 and a maximum payment of \$160 to each Coordinator.

- Example 1: Trip with 16 participants, one coordinator:
The coordinator receives $\$40 + (16 \times \$3) = \$88$. Coordinator would receive \$100 (the minimum).
- Example 2: Trip with 20 participants, two coordinators:
Each of the two co-ordinators receives $\$40 + (20 \times \$3) = \$100$.
- Example 3: Trip with 50 people, three coordinators:
Each of the three coordinators receives $\$40 + (50 \times \$3) = \$190$. Each Coordinator would receive \$160 (the maximum).

If fewer than the recommended number of coordinators are used, the fee structure stays the same, times the number of coordinators. In Example 3 above, each of two coordinators would receive \$160.

Honorariums will only be paid once a Trip Report, with all supporting documents, has been submitted and approved by the Vice President. All forms are available for download at <http://www.clubski30.ca/documents>.

5) PREREQUISITE FOR SKI TRIP PARTICIPANTS

All participants of ski trips must be paid members of Club Ski 30, with the exception of designated family trips (Christmas, and March Break trips only). It is the responsibility of the Coordinators to obtain and verify Membership Numbers at sign up. Anyone who does not have a current membership number should be invited to see the Membership Coordinator immediately, prior to signing up.

For family trips, family members over age 30 must be paid members of Club Ski 30. Family members age 19-29 must complete their own ski trip application form. Family members under 19 years of age must have a parent or guardian sign the Waiver of Liability on behalf of the minor. Only relatives of Club Ski 30 members are eligible for family trips.

NO PETS are allowed on Club Ski 30 ski trips.

6) SKI TRIP SIGN UP

A Grandfathered trip as defined by Club Ski 30 is one which has been repeatedly offered and has an expectation of twenty or more fully paid participants with sign up taking place at the September meeting. In the case of trips which have been approved by the Executive to be considered Grandfathered, Club Ski 30 will pay a deposit to confirm the space prior to money being collected from club members. The Executive will decide at the beginning of each fiscal year which destinations will be grandfathered for the next ski season.

Sign up of executive members, trip Coordinators, club registrars and the club Book Keeper as well as their respective roommates can sign up at any time following announcement of a trip.

7) SINGLE SUPPLEMENT POLICY

The single supplement policy is designed to make Club Ski 30 more inclusive and welcoming, especially to new members. It is designed to treat all members of the Club fairly and equitably by making sure that the cost of single supplement payments are not passed on to individual members. Therefore, single supplement payments, when required and approved by the Executive, will be made from Club Ski30 General Revenue. If a member requests a single occupancy room, the member is responsible for paying the single supplement.

Coordinators must apply to the executive, through the Vice president, for payment of single supplements. The executive will only approve a single supplement payment for a trip if the coordinator has exhausted all options to find a roommate, to get the resort to waive the fee, and to explore other accommodation possibilities. The Trip Coordinator may ask the Vice President and/or other member of the Executive for suggestions or assistance in resolving the issue. Trip Coordinators must report these efforts when requesting single supplement payment. Single supplement payment is only available for

Club Ski 30 members, not non-members on family trips. The decision as to which trip participant will receive the benefit of a single occupancy room as a result of a single supplement payment by the Club is at the discretion of the trip coordinator. Male and female club members would not be required to room together but should be asked. Any single supplement as a result of a trip cancellation would be the responsibility of the person who cancelled and would not be paid by the club. The amount of the single supplement payment made for any individual is limited to \$400. Any amount over \$400 would be the responsibility of the person occupying the single occupancy room.

It is the responsibility of the Trip Coordinator to complete and submit the form 'Request for Approval of Single Supplement' as soon as possible after the need arises and it must be before commencement of the trip. The form is available on the Club Ski 30 website.

8) TRIP SIGN-UP FOR ABSENTEE MEMBERS

Club members who will be absent during trip sign up night may ask another member to sign them up. Club members can sign up one other member on any ski trip. This does not apply to executive members and coordinators who have already signed up their respective roommates. All members must sign their own Trip Application Form and Waiver of Liability.

9) INITIAL DEPOSIT

Minimum deposit of any trip will be at least 50% (fifty percent) of the total cost of the trip unless otherwise approved by the Executive. Trips costing \$500 or less must be paid in full with a single payment. Deposits will be accepted only from a paid-up member of the Club. If there is a waiting list and an applicant does not pay the deposit on time, their name moves to the bottom of the waiting list and the spot is given to the first person on the waiting list. Payment for trips to the US are payable in US currency unless otherwise promoted (i.e. SkiCan trips are paid in Canadian funds).

11) TRIP CANCELLATION

In the event of cancellation by a Club member, Club Ski 30 will refund to the member only the monies it is able to recoup from the supplier **following the conclusion of the trip and receipt and approval of the Trip Report.**

Club Ski 30 recommends the purchase of trip cancellation and travel health insurance to protect from financial loss.

10) SALE OF TRIP TO ANOTHER CLUB MEMBER

In an effort to avoid financial losses, a Club member who must cancel a trip may make an effort to sell the trip to another Club member subject to any restrictions by the trip provider (i.e. name changes on airfare, ski passes, etc.). The Trip Coordinator should be advised as soon as possible and may be able to assist in finding a replacement but it is ultimately the member's responsibility.

The trip must be sold to an individual(s) who is a member in good standing of Club Ski 300 and an appropriate replacement for the original accommodation (i.e. the individual must be the same sex as the remaining roommate unless otherwise agreed to by the original roommate). The Trip Coordinator must be advised of the replacement.

The new participant must pay the agreed amount directly to the individual selling the trip and to pay any outstanding balance for the trip to Club Ski 30 in a timely manner. The

seller relinquishes all interest in the trip to the purchaser. These financial transactions are not handled through the Club.

12) SKI TRIP REBATES

Monies from free trips (i.e. book a group of 20 & get the 21st free) are to be rebated to the participants.

All rebates, gifts, etc., must be noted and accounted for on the Trip Report. Rebates for free trips are to be refunded to the participants. All other gifts or incentives whether received in advance or at the resort/hill (i.e. Boyne Rewards) are to be allocated at the discretion of the Coordinator. The value may be rebated to all members or used for the benefit of the entire group. Any amounts used by the Trip Coordinator for the benefit of all participants (i.e. food, bus, etc.) must be shown on the Trip Report and a receipt attached to the Trip Report. **NOTE: Under no circumstances may Club Ski 30 funds be used to purchase alcoholic beverages.**

All funds remaining after all expenses are covered should be part of the ski trip rebate. If the final amount is unknown and the trip coordinator wishes to issue refunds during the trip then the calculation must be done conservatively with any possible balance being a credit balance in the Club Ski 30 account. Details and calculations must be on the trip report.

For all monies rebated directly to the participants there is to be a list of names with the refund amount and a signature line to indicate funds received; this form must accompany the Trip Report.

13) PRE TRIP INFORMATION SESSION

Club Ski 30 encourages coordinators to hold a pre-trip information session. Especially for trips which are large and/or include new members or if the destination is unfamiliar to club members. Options for holding this event would be to enquire about using the meeting room for an hour before or after a monthly club meeting. Another option would be for either the coordinator or another club member to offer their home or apartment/condo common room. Club Ski 30 does not provide funds for holding this event. The coordinator has the option of a simple information session, or if desired and location and space allow, can suggest to the group that pot luck refreshments could be served. Regardless of the format it is up to the coordinator and/or volunteers to ensure that the room used is left as found.

This event is not mandatory but is to be held at the trip coordinator's discretion.

14) OTHER EXPENSES

Most resorts have toll-free numbers, please use them whenever possible. Other expenses such as long distance calls, postage, courier, or photocopying costs will be reimbursed when you complete the Trip Coordinator Expense Claim as part of the Trip Report at the end of the trip. Note: Receipts must accompany all claims.

15) MEDICAL COVERAGE

Trip Coordinators must remind trip participants to ensure they have adequate medical insurance coverage at all times, particularly when travelling outside Canada.

17) EMERGENCY CLUB FUNDS

Club funds are available to resolve emergency issues that arise during a trip and are only provided as a last resort. The Coordinator must obtain prior approval from the President or Vice President and provide receipts to support the additional expense. Types of eligible expenses include issues with providing services included in the trip description (i.e. transportation or accommodation booked is not available). Emergency funds are not to be used to provide funds to individuals for situations unrelated to Club Ski 30 commitments (i.e. medical or personal issues).

18) COMPLAINTS

For complaints prior to a given trip, Coordinators shall advise dissatisfied members to submit their complaint in writing to the Vice President. For post-trip complaints, Coordinators shall make note of the complaint in the Trip Report Form or advise the Vice President immediately if a response or action is required by the Executive.

19) FOLLOW-UP PRESENTATION AT MEETINGS

Coordinators are encouraged to speak about their event at the first available Club meeting after their trip.

20) TRIP ACCOUNTING

Coordinators must provide a financial accounting of trip expenses (including pre-trip session (if money was collected as part of the trip cost), postage, photocopying, etc.) with receipts, to the Treasurer within 30 days of returning from the trip. Reimbursement and Trip Coordinator Fees will only be paid once the Trip Coordinator's Expense Claim, with supporting documents, has been submitted and approved by the Vice President. If distribution of rebates to participants is holding up the financial report, the report can be submitted before the rebates are fully issued. Forms required include the Trip Worksheet, Trip Report, Trip Coordinator Expense Report and any other documentation or receipts needed to support a claim for reimbursement. However, trip coordinator honorariums will be paid only after ALL forms are submitted, including rebate documentation. If it is not possible to locate a member to issue a rebate then the trip coordinator should discuss this with the Vice President to find a resolution.

Trip Reports and Trip Application/Waiver Forms for all trip participants are to be submitted with the Final Trip Report to the Vice President for approval and reimbursement.

21) PERSONAL CREDIT CARD USE

See *Request / Authorization for Payment by Credit Card*. Payment by credit card, when approved, applies only to the Trip Coordinator and **not** to individual participants.

Prior to any discussion or commitment of payment by credit card please speak with the Vice President or President for clarification of when a credit card payment might be appropriate/approved.

22) CONTRACTS

Contracts must be signed by the Vice President, or if the Vice President is not available then by the President, Treasurer or Secretary. Trip Coordinators DO NOT Sign contracts on behalf of Club Ski 30.

II. COLLECTING & PROCESSING PAYMENTS

1. Solicit extra help (if needed) to assist you when accepting payments at a meeting. Payments are to be made payable to **Club Ski 30** by cheque, money order, or bank draft only (NO CASH). We do not issue receipts unless one is specifically requested.
2. **IMPORTANT:** When accepting payments, please ensure the following information is clearly noted on each cheque or money order: names of each person covered by the cheque, their membership number(s) and specific trip. For example: Pre-Christmas Sugarloaf [rather than just Sugarloaf], etc.
3. A Trip Application and Waiver of Liability form should accompany all deposits.
4. When bringing cheques collected from participants to the Treasurer for deposit, please have the *Club Ski30 Trip/Event Deposit* form (found on the 'Documents' page of the Club Ski 30 website) properly filled out with the list of participant names and amount paid. Duplicate copy forms may be obtained from the Treasurer OR you can complete the form on line then print two copies. Duplicate copies are a must and must be signed by both the treasurer (executive member in treasurer's absence) and coordinator. Deposits can be given to the Treasurer at the Meeting or, by pre-arrangement, shortly thereafter.
5. Payment information must be added to the Trip Worksheet which is available as an Excel or a pdf download.
6. Prices quoted for trips are in Canadian funds, unless otherwise stated. If the price for the trip has been quoted in US funds, all payments to Club Ski 30 must be made in US funds. It is the responsibility of each person on the trip to pay with a US\$ money order or a cheque on a US\$ account. (Banks will not accept a cheque on a Canadian account, with "US Funds" written by the issuer.)

III. REQUESTING PAYMENTS TO RESORT/ SUPPLIER

1. When you need a cheque issued (i.e. to pay a resort or for rebates, etc.) it is your responsibility to notify the Treasurer **in writing** (by e-mail) before or at the regular Club meeting. If the cheque is to be sent to a resort, include an envelope addressed to the resort and any paperwork (contract signed by the Vice President or Executive member) to accompany payment. The treasurer will forward the payment to the resort. If at all possible you should request the cheque a minimum of three weeks before it is due to allow for processing and mailing.
2. Cheques will only be written after funds have been submitted to the Treasurer for deposit. The exception for this is for trips considered to be 'Grandfathered'.

A Grandfathered trip as defined by Club Ski 30 is one which has been repeatedly offered and has an expectation of twenty or more fully paid participants. In the case of trips which have been approved by the Executive to be considered Grandfathered, Club Ski 30 will pay a deposit to confirm the space prior to money being collected from club members.

The Executive will decide at the end of each fiscal year which destinations will be grandfathered for the next ski season.

3. Written requests for payment will act as a temporary payment record until an official receipt is secured and delivered to the Treasurer. This may be received prior to the trip or after.

IV. TRIP COORDINATOR RESPONSIBILITIES

It is helpful to divide the duties between the coordinators to ensure all areas are covered. However, both coordinators should have a general knowledge of the tasks to be performed. In the event that one coordinator subsequently must cancel then the other needs to be able to perform all the duties and/or provide assistance and guidance to a replacement coordinator. Coordinator duties are as follows:

1. Contact the resort/hotel/supplier for availability and pricing for the desired dates;
2. Obtain a contract and provide it to the Vice President for approval and signature. The Vice President will return the signed copy to the Supplier and a copy to the Treasurer and the Trip Coordinator. Make a note of when payments are due.
3. Act as liaison with the Supplier throughout the planning process regarding rooming lists, etc. as well as on-site;
4. Calculate the full cost per person for all included items including accommodation, lift tickets, transportation (both flights and ground transfers) if included. Add any other included items such as group meals or special events;
5. Determine the discounts that are available, for example seniors (specify the minimum age) or non-skiers. This information should be included when promoting the trip at Club meetings and on the website;
6. Provide the Vice President with the pricing and description of the trip for inclusion on the CS30 website. Refer to previous trip descriptions on the website for the required information;
7. Make presentations to the membership at CS30 meetings to promote the trip. It is recommended that you remind everyone that it is their own responsibility to obtain trip cancellation and travel health insurance to protect them from financial loss;
8. Prepare for trip sign up night by printing the Trip Sign up form from the Documents section of the website;
9. Prepare to receive deposits by obtaining duplicate deposit forms from the Treasurer or by printing the form from the Documents section of the website. This form may be filled in on the website then printed if you wish to enter the data following the meeting and before giving your deposit to the Treasurer;

10. It is imperative that you ensure that everyone who signs up has a paid membership for the current season either by having them show their card at sign-up. Alternatively you may check with the Membership Coordinator however this creates additional work for you. It is recommended that the membership number(s) be written on the cheque or money order;
11. Cheques and deposit reports are to be provided to the Treasurer for deposit at the Club meeting. Alternatively you may deliver it to the home of the Treasurer. This should be done within two weeks of the meeting;
12. At the time of final payment each participant must provide a signed and witnessed Trip Application form along with their payment. These forms having useful information as your planning progresses (roommate and condo mate preferences, etc.) and should be taken with you on the trip as they contain emergency contact information;
13. If you wish you may arrange group dinner(s) and après ski activities, plan group photos and side trips. All of these are optional;
14. Provide the name, telephone number and address of the resort to all participants as well as driving directions if applicable;
15. For trips where participants will be driving and where overnight accommodation may be required (i.e. Bangor, Maine) Coordinators should provide participants with information on hotel accommodations. Include the phone number and rate quoted by the hotel. Participants are responsible for calling to make their own reservations;
16. Keep in touch with your resort representative to keep them updated on how your deposit collecting is proceeding. Let them know how many people have deposited and how many you hope to get. As your trip nears, be sure you are in touch with this person at least two weeks prior to arrival and again three days prior to your trip to review details. Be sure to review all of the following with this person: the final bill, lodging breakdowns, room assignments and the location and details of any special events; and
17. Within a month after the trip a full accounting must be provided to the Vice President including the following:
 - All Trip Application/Waiver of Liability Forms;
 - Trip Worksheet (by e-mail or paper copy if Excel spread sheet is used or by paper copy if prepared manually);
 - Trip Report;
 - Any other documentation and receipts to support a claim for reimbursement; and
 - Reimbursement list for funds distributed to participants showing amounts due and signed by each recipient;

The Vice President will verify and approve the documentation then forward the file to the Treasurer for payment of expenses and/or Trip Coordinator Honorariums; and

All documents will be retained and stored with the Club records.

V. ARRANGING ACCOMMODATIONS

1. It is important to obtain the specific bed and bedroom layouts in each condo prior to arranging sleeping accommodations. Make sure you know how many bedrooms, (which ones have a king, queen, double, twin and bunks beds). Also how many bathrooms their location in the condo. Ensure the resort knows that upper bunks are not acceptable as sleeping accommodation for adults. Also ensure all rooms designated as bedrooms have at least one window and a door.

The Executive recognizes that there may be exceptions to the availability to meet the above requirements. When this is the case the information provided to the members during all promotion of the trip at Club meetings and all written material and website descriptions must be very clear about what to expect.

2. Make everyone aware of the extent of kitchen facilities available in the condos. For example, although we request Studio Deluxe units at Sunday River (which include full kitchen), they cannot guarantee until we arrive whether everyone will get these units. It depends on whether the condo owners are using the units or not, in which case we may be allotted smaller units.
3. You will need to prepare condo and rooming assignments. Use the Trip Application forms as a guideline for condo and roommates as well as any notes taken during signup. If you have a request for a specific roommate from one individual but not also from the other it is necessary to check with the second individual to ensure that it is acceptable. Also, it is helpful to know the people on your trip before beginning this process, but if you don't and would like assistance you can ask the Vice President or another member of the Executive.

The Coordinator may wish to assign the individual rooms in each condo to avoid any conflict or bad feelings on arrival if someone feels they should have received a certain room (i.e. queen size bed) but it is already taken.

4. Once you have made your rooming list you should delegate one person from each condo to be the 'condo captain'. The responsibilities of the condo captain include:
 - Ensuring ALL keys are collected and returned to the appropriate drop off location at the end of the trip. Keys lost or not returned are charged to the individual condo and damage deposits may not be returned to the Club. Reporting to condo mates any up to date information coming from the trip coordinator;
 - Relaying any concerns of their condo mates to the Coordinator(s). Please note the condo captain should contact Housekeeping directly to obtain additional supplies or necessary maintenance for the condo. The Trip Coordinator should be contacted only as a last resort if any issue cannot be settled by the individuals involved or the condo captain; and
 - See that any instructions posted by the condo owner/manager about garbage removal, dishwasher, and thermostat levels, etc., are followed, especially on the last day.
5. Ensure the resort has a detailed rooming list at least 14 days prior to your arrival date unless a different deadline is set by the supplier (i.e. Skican is 45 days)

6. An early check-in or late checkout can be requested but may not be possible. Ask the resort if there are changing facilities for those interested in skiing on arrival or past checkout time on the departure day. (I.e. Sunday River or Sugarloaf).
7. Determine the availability and location of parking near the accommodation and additional alternate parking if needed and advise the members of your group.
8. On designated Family Trips ask the supplier about 'children in room staying free' so you may determine the correct prices and accommodation for families. Unless sharing is requested by all parties, families must have their own accommodation.

VI. FAMILY TRIPS

Club Ski 30 is an adult club offering ski trips and other functions to its members. Historically the club has made an exception for trips occurring over the Christmas and March Break holidays. It is up to the Trip Coordinator to decide if they will offer the trip to Families.

Any trip which includes families must adhere to the following guidelines regarding accommodations:

- Only immediate family members may register for a trip. E.g. Parents or grandparents who are members of Club Ski 30 must accompany anyone under 30 years of age;
- Non-Member guests or non-related minors may not participate;
- Families with children must have their own accommodation. The exception would be where another club member(s) agrees to share accommodation with a particular family group;
- The Trip coordinator must obtain details on pricing for children. For example, rates are generally quoted for double occupancy per bedroom. This would mean that if the children have their own bedroom they would be paying the same price as adults;
- Ski passes for children are usually not included. Lessons for children are not included even when lessons are included for adults.(eg Sugarloaf & Sunday river);
- The trip coordinator must indicate to the resort, how many children are in each unit and obtain the correct pricing for each of these units based on adults (Skiing and non-skiing) and children by age;
- Club Ski 30 requires that all children participating in a trip must be accounted for on the rooming list to the resort, including infants as well as any special requirements such as cots or cribs;
- Only the total number of people who are paying for accommodation will be counted in the calculation for the Trip Coordinator's Honorarium. E.g. any children who share a unit who are not charged the full room adult rate by the resort are not to be counted for this calculation;
- It is recommended that the trip Coordinators obtain information regarding Ski passes, equipment rentals, lessons and Day care for children; and
- It is important that pricing on family trips is specific. For example any included ski lessons have not historically applied to children. In addition, different resorts and hotels may have different policies regarding how they charge for children.

VII. TRANSPORTATION TIPS

CARPOOL

1. Coordinators are not responsible for ensuring transportation for participants on a driving trip; however they should endeavour to facilitate carpooling wherever possible.
2. Check the Trip Application Forms to see who has indicated that they can take passengers.
3. Encourage those looking for rides to make it known to the group.

AIR

1. SKI CAN TRIPS: When booking through SkiCan, they look after the accommodations, ground transfers and air transportation. They will allow people to extend their stay or move on to additional destinations (for an additional fee) but must be informed well in advance. It is important to clarify the rules for this regarding your trip before promoting it to the Club members.
2. When booking a trip with SkiCan, request a price for both the "land only" portion and the airfare-inclusive rate. Many Club members prefer using loyalty rewards. Members must make their own flight arrangements when selecting this option. When ground transfers are included there is generally only one departure and everyone must ensure they are there on time or forfeit the ground transfer. There are exceptions to this for example Whistler and Colorado both have regular shuttle leaving every hour or so. It is important to relay this information in promoting your trip.
3. Each airline has its own luggage restrictions (which may or may not pertain to skis and ski gear). All group members are responsible for checking and complying with airline restrictions.
4. Trips may also be offered "land only" where each individual makes their own flight arrangements. Depending upon the location and availability of ground transfers these may be offered either individually (Whistler or Colorado shuttles for example) or on a charter bus. Participants must be given clear instructions regarding from where and when the transportation departs. If in doubt about the best option check with the Vice President and/or other trip coordinators (present and past) who may have experience with this.

VIII. PROMOTING YOUR TRIP

1. Gather as much information about your trip destination as possible. Some excellent resources include: ski magazines, trail maps, internet web sites, and brochures/videos which can be requested from the ski hill and/or condo.
2. Plan to speak briefly at the August monthly meeting and each subsequent meeting, about trip details and availability and to answer any questions.
3. Prepare an information sheet to hand out to members who are interested in the trip details. This sheet should include:
 - Destination;

- Co-ordinators' names and phone numbers;
- Dates of trip ;
- Cost of the trip (including amounts of deposit and due dates for deposit and final payment ;
- Accommodation details such as sleeping arrangements number of bedrooms size and type;
- Include amenities such as hair dryers, a description of any kitchen facilities in the units, etc.
- Restaurants/dining available on-site or nearby;
- Group/private ski lesson details and rates ;
- Number of trails available;
- Percentage of expert, intermediate, and beginner trails;
- Number of lifts available;
- Any special details that would be appealing to anyone considering the trip (i.e. health club, ice skating);
- Extra-curricular activities available (sleigh rides, tubing);
- Any special activities (such as good shopping or area attractions);
- Whether the trip is "Adults Only" or "Family" ("Family" trips will be approved only for Christmas and March Break trips); and
- The web site address of the ski hill.

IX. PRE-TRIP INFORMATION SESSION

PRE-TRIP INFORMATION SESSION

Club Ski 30 encourages coordinators to hold a pre-trip information session. Especially for trips which are large and/or include new members or if the destination is unfamiliar to club members. Options for holding this event would be to enquire about using the meeting room for an hour before or after a monthly club meeting. Another option would be for either the coordinator or another club member to offer their home or apartment/condo common room. Should it be necessary to pay a fee/rent for space this cost as well as any cost for refreshments (optional) must be added to the trip cost during the planning stage. The funds would be included with trip payment and invoices for expenses against these funds must be provided with the trip report. This event is not mandatory but is to be held at the trip coordinator's discretion.

1. The advantage of having a pre-trip information session is to share with participants any detailed information about the trip, have an opportunity for any last minute questions and to meet and socialize with their fellow participants.
2. In selecting a date for a pre-trip information session, it is important to keep in mind any other Club activities and ski trips. If at all possible, try to arrange to have a pre-trip information session at least 2 weeks before the trip. When the date is selected, let the Social Coordinator know so it can be added to the Club Activity Calendar. Announce the date at the Club meeting prior to the pre-trip session and email all trip participants with the date, time and address.
3. The Coordinator can request a volunteer from the group to host the event at their residence. If there is no residence large enough to accommodate your group, look for another suitable

location, i.e. a member's condo /common room. Make sure to have volunteers in place for clean-up duties. Keep in mind when planning your event that all costs incurred to rent a room or provide (optional) refreshments must also be covered in the trip cost paid by each participant.

4. Following is a list of items to consider when preparing information for trip participants:
 - Resort phone number (to leave with family/friends at home);
 - Directions;
 - Brochures/trail maps from ski hill;
 - Location of grocery and liquor stores;
 - Information on hotel accommodations for overnight stopovers en route;
 - Carpool details;
 - Condo rooming lists;
 - Check-in and check-out time;
 - Details about hospitality suite or early available condo upon arrival if available; and
 - A list of items to bring for extra-curricular activities, i.e. skates, cross country skis, snowshoes, tennis racquets, swim suits, etc.
5. This is also the time that plane tickets (if included) might be handed out as well as a copy of the rooming list for each person or couple.
6. Give details of any scheduled activities during the trip, i.e. Welcome Reception, group dinner, hill ski tour, etc.
7. Suggest condo-mates get together to plan menus and/or food arrangements for the week, and organize meals together (i.e. each can be assigned to bring something or one may choose to purchase all groceries and split the cost with the others). Ask if anyone has any food allergies.

X. ARRIVING AT THE RESORT

1. Your resort representative will provide each person or condo with a package, which includes:
 - Room / condo keys;
 - Lift tickets;
 - Meal vouchers (if any);
 - Ski lesson vouchers (if applicable);
 - Health club pass (if applicable);
 - Check-out procedure and time;
 - Information about programs available;
 - Parking passes (if required) and instructions;
 - Rooming List; and
 - Information regarding an available condo or hospitality suite for changing into/out of ski gear on arrival and departure days
2. Security deposits may be required during check-in. Contact the resort for their policy and advise the participants in advance (i.e. pre-trip information session and/or by email) of the procedure to be followed. Generally the first person to check in for each condo or room will need to provide a credit card for this purpose.

3. When selecting a restaurant for a group dinner, it is a good idea to request opinions of some of the “locals” in the area. You might want to “pre-visit” or call the restaurant first, to ensure that they have the facilities required for your group, and that it is appropriate. Do not leave it to chance that there will be enough seating – pre-book your reservations early in the week for a specific evening. Check to see if the restaurant will give separate checks. If it is to be one check, ask if the gratuity is automatically added for the group and collect payment from the group prior to going to the restaurant or as part of the final payment prior to departure. If it is not a set price and separate cheques are not possible it is recommended that you select a different restaurant as it can be very complicated and cumbersome to sort out payment.
4. Some resorts offer free “Mountain Tours”. Find out when and where these are offered, and be prepared to let your group know, so they can make arrangements, individually (or in groups) to participate. This will allow people to become familiar with both the hill and the hospitality of the area.
5. Some condos require a damage report be filled out upon entering the premises. Make your group aware of this policy and when the reports must be submitted.
6. You might want to consider arranging to meet with everyone on the trip at the end of the arrival day, either at your condo or another convenient place, for an informal get-together. If you did not have a pre-trip information session this is a good opportunity. At this time, you can clarify some points with everyone, including:
 - When and where to meet for ski lessons if included;
 - Ensuring that everyone has all the information they require;
 - A general introduction of all members in the group for anyone who could not make it to the pre-trip information session;
 - When and where to take “Mountain Tours”;
 - If rooming lists have not already been provided this is a good time;
 - Arranging other “après-ski” activities throughout the week;
 - Remind your group that NO LONG DISTANCE calls are to be charged to their condo. All long distance calling should be by cell phone or be charged to either a calling card or “collect”.
 - Provide information on internet access (whether it's available and if there are costs involved);
 - Announce the time and place of any optional special events on the hill (i.e. torchlight parade, evening sleigh rides, fireworks, etc.); and
 - On Family trips it is up to the individual family unit to arrange day care add/or ski lessons for their children. Ski lessons included in the package do not apply to children.

XI. CONDO ETIQUETTE

1. Remind your group that, in most cases, the condo they are staying in is a privately owned unit, and should be treated as someone's private home.
2. There are usually guidelines about condo rules and regulations posted somewhere in each unit, or they may be included as part of the information packet provided by the resort representative.
3. These guidelines could include:

- Remember, you are a guest in someone's home. Please leave the unit in the same or better condition than when you arrived;
- Please be respectful of your condo-mates;
- Check the unit over upon arrival and report any damage/deficiencies immediately so you are not blamed for previous damage;
- Adhere to posted checkout and departure times;
- Adhere to the key return policy;
- Expected condition of condo when leaving, such as dishes should be loaded and the dishwasher and turned on, garbage put in the designated bins.

XII. LEAVING TO RETURN HOME

1. Ensure everyone knows the check-out time for the condo units.
2. You may have already made arrangements with the resort to have a condo unit available for late check-out. If so, ensure the last person leaving that condo has locked up and returned the key.
3. When a condo requires a 'damage report' when leaving the units, either the Condo Captain or Trip Coordinator should make arrangements to complete the report and/or do a walk-through with a resort representative.
4. When leaving the resort, the Coordinators should check in with the Main Office to ensure all required procedures have been done and sign any 'exit' forms required.

XIII. THE TRIP REPORT

1. The Trip Report consists of the following:
 - Club Ski 30 Trip Report form;
 - Club Ski 30 Trip Worksheet;
 - A summary of all receipts requiring reimbursement with receipts attached;
 - rebate documentation consisting of a list of trip participants with the amount of rebate next to each name and a signature indicating receipt of the rebate; and
 - Documentation for distribution of Boyne Rewards: a list of names with signatures and the amount is required for disbursement of Boyne Rewards to participants. In addition, receipts and an explanation for any Boyne Rewards used to purchases goods or services for the group as a whole. (Applies to Sunday River and Sugarloaf only).
2. The Trip Report, including all backup receipts and worksheets as well as the Trip Application and Waiver of Liability forms for all participants should be completed and given to the Vice President as soon as possible and not later than 30 days following your trip.
3. Following approval of the report by the Vice President the Treasurer will issue cheques for the Coordinator's fees and any outstanding expense claims.
4. If all rebates have not been distributed within 30 days and are holding up finalizing the trip report please speak with the Vice President to facilitate the completion of the trip report.

XIV. TRIP PLANNING FORMS

There are seven forms available for your use as the Trip Coordinator. Copies may be downloaded from the Documents page of the Club Ski 30 website: www.clubski30.c/documents

1. **TRIP SIGN UP**
Use for trip sign up and/or for obtaining an expression of interest prior to pursuing details for a trip to a destination not necessarily known to Club members.
2. **TRIP APPLICATION AND WAIVER OF LIABILITY**
Club Members should be asked to download and complete this form to accompany their final payment for each trip they sign up for. Use this form to obtain contact details as well as roommate and condo mate preferences. The forms must be completely filled in and signed on the first page and initialled on the second page. These forms must be given to the Vice President along with the Trip Report following the trip.
3. **TRIP WORKSHEET**
Use the Trip Worksheet to maintain a complete record for your trip. This form is available either as an Excel worksheet for completion on your computer or in pdf format for manual use.
4. **TRIP REPORT**
Submit the Trip Report to the Vice President along with the Trip Worksheet, a record of expenses including all receipts, your deposit records and any other notes or documents you feel will any questions that might arise. Once the Vice President has approved the report cheques for reimbursement of expenses and the coordinator's honorarium will be issued by the Treasurer.
5. **TRIP/EVENT DEPOSIT**
You may obtain a paper copy (in duplicate) from the Treasurer or complete the form on the website then print two copies (one for the Treasurer and one for your records) and give the Deposit form along with the cheques/money orders to the Treasurer. It is recommended that the first 'name' column be used for the name on the cheque and the column to the right should list the names of all parties covered by the payment.
6. **REQUEST FOR APPROVAL OF SINGLE SUPPLEMENT**
This form must be submitted to the Vice President for approval prior to the final payment being made for the trip or as soon as possible after the need for a single supplement arises and **must** be before the trip commences.
7. **REQUEST FOR AUTHORIZATION FOR PAYMENT BY CREDIT CARD**
Use this form if you feel there is a valid rationale for payment by credit card rather than by Club Ski 30 cheque or money order.