

Arizona Snowbowl



Group Leader Handbook

Useful Information
Step-by-Step Reservation

www.arizonasnowbowl.com
(928) 779-1951 x 117

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PUTTING YOUR TRIP TOGETHER

(1)

Please note that you must make your reservation in advance, at least 72 hours before the day of arrival. But “the earlier – the better” rule still applies. Be advised, that we operate at the limited capacity and only earlier reservation may secure your date.

1. Plan your trip

- Assign a Group Leader (someone who will actually accompany the group to Snowbowl). We will work with this person to determine which services you need (lift tickets, rental equipment, lesson packages);
- Read this information carefully and completely;

2. Make your reservation

- Call Guest Services at (928) 779-1951 x 117 to select a date. Be ready to tell us how many members are in your group, what services you require, and how you plan to pay. We understand that changes can and will occur; however, significant deviations from these numbers could result in loss of discounts or complimentary passes. In addition, we may not be able to accommodate additional persons with rental equipment or lessons;

3. Fill out a Group Manifest Form

- [Click here](#) to download a Group Manifest Form, or find it on the bottom of the Group Packages webpage. It will help you organize your group and identify your needs.
- If your group requires rental equipment, mark so in the Manifest. There will be assigned Rental Forms for your group upon check-in. Note that the persons **under 18**, who need rental equipment and are not accompanied by their parents or guardians, must provide (at the day of arrival) a complete and signed Rental/Ski & Rode School Release of Liability Form. We will NOT be able to rent equipment or offer classes without this signed form;
- E-mail completed Group Manifest to groups@arizonasnowbowl.com or fax it to Guest Services at (928) 779-3019.

4. Confirm your reservation

You must do this no later than 48 hours prior to your arrival so that we are prepared to receive your group. You must also send us your paperwork at least 48 hours prior to your arrival. We will not extend discounts to groups without confirmed reservations.

5. Get your lift tickets and equipment

When your group arrives, the Group Leader should proceed to the Guest Services office, located on the lower level of the Hart Prairie Lodge, to purchase the tickets. The group should remain gathered together in one place until tickets are issued. We will not be responsible for members who fail to receive tickets, equipment, or instruction because they are missing. Once you all have lift tickets, those who need equipment should proceed to the Rental Shop.

Note that tickets will be only given to the Group Leader or other appointed representative.

We require a single, consolidated payment for services at the time tickets are issued. Organizational checks, cash, and credit cards are acceptable. To rent equipment, we require a credit card for the group deposit (Visa, Master Card, American Express, or Discover).

HOURS OF OPERATION

Lifts Operate from 9:00 AM – 4:00 PM everyday
Weekdays – Rentals and Tickets open for sales at 8:30 AM
Weekends – Rentals and Tickets open for sales at 8:00 AM

GROUP ARRIVAL

We advise groups to arrive early...We work on a first come first served basis (except for SKIwee).

The only way to guarantee that your group will be outfitted, and to your lessons, on time is to be punctual. This is especially important on weekends when it can be pretty busy. The morning group lessons begin at 10:00 AM. There are also 1:00 PM lessons, in case you miss the 10:00 AM lesson, or if you are arriving later in the day. **We recommend arriving early for your own convenience.** We also would like you to receive the full value of your package as well as the best chance to applying your new skills by learning how first, and then practicing for the rest of the day.

You need to arrive to the lesson meeting area 15 minutes before the lessons start.

PRIVATE INSTRUCTOR FOR THE GROUP

Arranging a private instruction depends on the breakdown of the group's individual ability level. With like abilities it usually isn't a problem. Ski School and Guest Services will determine the viability of a private lesson for the group on a case by case basis.

WEATHER

At Arizona Snowbowl we spend a lot of time talking to the National Weather Service as well as watching The National Oceanic Atmospheric Administration website. We are informed as much as we can be and we update both the weather report online as well as the weather report that you can call in to hear. Sometimes if we are experiencing weather Snowbowl Road will have chains or 4wd recommended or required. It is always a good idea to check our website as well as the call in weather report for updates on conditions. The weather report phone number is (928) 779-1951 x220 or (928) 779 4577.

LESSONS

Groups meet for lessons along the lower level of the Hart Prairie Lodge. There is a cobblestone walkway that leads to the Hart Prairie Chairlift. There are green, blue, and red flags. The green and blue flags say "SKI" and "BOARD." The green and blue signify the group lesson meeting areas for guests age 13 and older.

The red flags signify the lesson meeting corral for guests age 8-12.

The best thing to do is find the walkway then look for the instructors. They are outfitted with nametags, big smiles, and green & yellow jackets or black vests. They will guide you to the proper place and are happy to do so.

GROUPS WITH CHILDREN

We cater to kids ages 4 and up. Children age 4 -7, requiring classes, need reservation at Ski Wee. It can be done along with booking your reservation if it is done early in advance.

PRIVATE PARTIES, BBQ's, APRES SKI PARTIES

This all can be arranged. Please get in contact with us as soon as you know your group is interested and we'll work with you based on your wants and needs. Please call the group coordinator hotline and leave a message: (928) 779 -1951 x117.

FOOD

Food can be purchased in both Hart Prairie and Agassiz Lodges. For every member in your group there will be a 10% discount food coupon available upon check-in.

By request, instead of having individual food coupons, you can purchase a Food Card with a 10% discount (\$50 value for \$45, \$100 value for \$90, etc) and use it for your group's food purchases. It can become handy for groups with children or youth to eliminate money handling situations.

For your group's convenience, we also offer the following group meals deals.

1. **The Box Lunch** \$10.00 per person
Includes: ½ sub sandwich, granola bar, piece of fruit, bag of chips, bottle of water or can of soda.
2. **Hamburger Combo** \$8.00 per person
Includes: 1/3 pound hamburger, bag of chips, bottle of water or can of soda
3. **Pizza Deal** \$8.00 per person
Includes: 2 slices of pizza, bag of chips, bottle of water or can of soda.

If you do require lunches from any of these three options, please let us know, while booking your reservation.

If you wish to bring your own food, there is more than enough room on our decks and picnic table outside only. No outside food is permitted inside the food courts in both lodges. No outside alcohol is allowed on the premises (by law). We also ask that nothing be in glass containers.

PERSONAL BELONGINGS ON SNOWBOWL PREMISES

The best place for valuables and items that you won't be using is in your vehicle. Items of value like jewelry, iPods, significant amounts of cash, should be locked securely in your vehicle. Items that you will be using such as keys, wallets, and phones are easily lost out of pockets on the slopes so lock them in a locker! You will need a few bucks in quarters to operate the lockers. Any other small items like shoes, extra socks, sweaters/jackets should also be locked up in a locker not just left lying around. Skis and snowboards that will be left for any extended period of time (more than 5 min) should be locked up. We have limited lockable ski racks so to ensure your own equipment's safety bring your own lock.

A NOTE ABOUT RENTAL EQUIPMENT:

Rental equipment from our resort is mostly the exact same brands of skis and poles. Let your group members know that it is extremely easy to switch out your skis with someone else's skis. Take note of where you leave them, what size they are, and what your skis unique number says. **The rental shop will not except someone else's skis as yours when you are attempting to return.** Each ski has a unique number on it. Unless **you** return the skis **you** were rented there is a chance you could get charged for non-returns.

**We will provide tape and a permanent marker to write names on skis upon request.

BUS PARKING

If you arrive by bus, please let the group coordinator know about it, so that the parking spot can be secured.

CANCELLATION POLICY, PENALTIES, RESCHEDULING

Here at Snowbowl we understand that anything can happen. Call us as soon as you know there is going to be a problem. Let us know when you would like your reservation to be rescheduled and we'll do our best to accommodate you according to availability. There is no penalty for a no show.

CHAIRLIFT INFO

Lift	Terrain	Type	Capacity	Length (feet)	Vertical (feet)
Agassiz	Advanced	Triple	1,200	6,450	2,000
Sunset	Intermediate	Triple	1,800	2,675	654
Hart Prairie	Beginner	Double	750	3,200	650
Aspen	Beginner	Double	425	1,600	250

DIRECTIONS TO THE ARIZONA SNOWBOWL

The Arizona Snowbowl is located 7 miles northwest of Flagstaff on Highway 180. To get here, simply turn right on Snowbowl Road and continue another 7 miles.

Directions to Snowbowl from I-17

Once you reach Flagstaff, continue north on Milton Road for 3 miles. Milton will go under the railroad tracks and the road will bear to the right. Take a left at the first stop light (Humphreys Street). At the third stop light (Hwy 180), turn left. Continue 7 miles to Snowbowl Road and then turn right. The resort is 7 miles up Snowbowl Road.

Fly directly from LAX to Flagstaff's Pulliam Airport on Horizon Airlines. Visit their website: www.alaskaair.com and book your flight today.

Get a shuttle. Live in the Phoenix area and need a ride to Snowbowl? Desert Snow Connection Company (DSC) operates bus transportation between Phoenix and Arizona Snowbowl. Check their website for dates and availability: www.desertsnowconnection.com

Horizon Airline and Desert Snow Connection are not affiliated with Arizona Snowbowl and represent independent businesses.

PRODUCTS AND SERVICES RIGHT FOR YOU

It is important to understand the selection of lessons and packages offered at Arizona Snowbowl.

Basically, your group members can choose from a variety of Lift Tickets, Rentals and Lessons. They can be combined to satisfy every customer's needs. Be advised, that groups products and services may differ from what you may be used to.

Lift Ticket – provides access to operating chairlift, also required to anyone accessing snow surface on snow equipment (skis, snowboards, telemark skis, snowshoes, etc). You can choose Lift Ticket Only for group members, who have their own gear.

Packages with Lessons. Lessons are optional for all group members.

It is FREE to add a 2-hour lesson to your Lift Ticket+Rental package.

GETTING HERE
(3)

UNDERSTAND
THE PRODUCTS
AND SERVICES
YOU BUY
(4)

In *Adult Category* (19+) we offer lessons for beginners (Learn to Ski /Snowboard) and for those, who want to improve their skiing or snowboarding skills (Ski/Snowboard Better).

People taking beginners lessons will have their lift tickets restricted to the lower mountain only (three lower chairlifts).

In *Youth Category* (8-18) we offer non-restricted lift tickets. Please always exercise the safety and only go to the slopes appropriate to your skiing/snowboarding ability.

TIPS FOR YOUR VERY FIRST DAY ON THE SLOPES...

Arizona Snowbowl would like to ensure that all participants have a safe, fun, comfortable, and successful learning experience here on our slopes. The following information is for your safety and comfort.

REMEMBER: TAKE A LESSON!

We highly recommend that first-time skiers or snowboarders take a lesson. It is imperative to learn proper technique in order to prevent injury and make the sport more enjoyable.

It is FREE, to add your 2-hour lesson to your Lift Ticket+Rentals Package. Take a lesson and learn from our pros.

TIPS FOR FIRST DAYS ON THE SLOPES (5)

TIPS:

- Take an extra pair of dry socks to put on when you arrive at Snowbowl. It is a good idea to have dry socks just before you hit the slopes to be sure you have warm feet.
- Do not wear two pairs of socks, it will make your feet colder
- Wool is GOOD cotton is BAD, this includes all clothing items
- Keep boots, gloves, helmets, and any other gear you wear in the car or bus where it's heated, not in the trunk.
- Do not attach your lift ticket to your jacket in case the weather gets warm later. It should be attached to ski pants or ski bibs.
- It is a very good idea to eat a good breakfast; Snowbowl has breakfast available here including breakfast burritos, breakfast sandwiches, yogurt, cereal, etc.
- Bring sunscreen! Between 9,000ft and 11,500 ft the atmosphere is far thinner and sun burns happen quickly even in cloudy conditions.
- Be sure to have proper eye protection, this is extremely important. It is possible to suffer snow-blindness without protection.
- Bring lots of water and drink it!
- Bring lots of snacks to stick in pockets and backpacks this can save the day when you're feeling tired or worn out.
- We are at elevations between 9,000ft and 11,500ft. Some people feel the effects of elevation so it is important to take it easy and try to avoid getting in over your head.

SKI APPAREL

Appropriate dress can make or break your day on the slopes. It is worth investing in a pair of waterproof ski pants, as jeans get wet and will allow you to get cold. It is best to dress in layers as temperatures can vary from day to day. A waterproof shell is your best bet for a jacket, with a fleece and under layers for additional warmth. The thinnest pair of socks is essential in boot comfort, allowing for optimal circulation and boot fit. Additional comfort can be achieved by wearing highly breathable clothing specifically made for outdoor winter activities. Neck gators, hats and face masks are also highly recommended.

Outer Layer Gear List:

- Waterproof gloves
- Waterproof or water resistant jacket (nylon, gore-tex)
- Waterproof or water resistant pants (nylon, gore-tex)
- Hat or Helmet for cold weather
- Hat or Helmet with sun protection (offering coverage for whole head not just baseball cap)
- Goggles (especially if it's snowing)
- Gator (to protect face and neck)
- Shoes proper for walking in snow / puddles

Inner Layer Gear List:

Cannot stress enough that jeans and any other cotton material is inappropriate for snowplay

- Fleece or wool pants (long underwear)
- Fleece or wool sweater 2 layers
- Wool socks
- Extra clothing and socks to change into after snowplay

Other Stuff Gear List:

- Water
- Snacks
- Sunscreen
- Lunch \$\$
- Toe & Hand warmers

"YOUR RESPONSIBILITY CODE"

The Arizona Snowbowl is committed to promoting slope safety. In addition to those using traditional alpine ski equipment, others on the slopes include snowboarders, telemark skiers or cross-country skier, skiers with disabilities, skiers with specialized equipment and others. Always show courtesy to others and be aware that there are elements of risk in skiing and snowboarding that common sense and personal awareness can help reduce. Know your ability level and stay within it. Observe *Your Responsibility Code* listed below and share with others on the slopes the responsibility for a great snowsports experience.

- Always stay in control and be able to stop or avoid other people or objects.
- People ahead of you have the right of way. It is your responsibility to avoid them.
- You must not stop where you will obstruct a trail, or are not visible from above.
- Whenever starting downhill or merging into a trail, look uphill and yield to others.
- Always use devices to help prevent runaway equipment.
- Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
- Prior to using any lift, you must have the knowledge and ability to load, ride, and unload safely.

KNOW THE CODE. IT'S YOUR RESPONSIBILITY.

This is a partial list. Be safety conscious. Officially endorsed by the National Ski Areas Association.

SAFETY
(6)