



FAQ'S FOR GROUPS

I AM THE GROUP LEADER, WHAT DO I NEED TO DO?

Step 1: Find 9 or more friends, co-workers, or family members

Step 2: Call and book a date: (928) 779-1951 x117. Leave a detailed message & phone number. Your call will be returned the same day.

Step 3: Download, fill out, and submit a [Group Manifest](#) (available to download on the Resort Information page at www.arizonasnowbowl.com).

Email: tickets@arizonasnowbowl.com

Fax: (928) 779-3019

***If you were referred by an Arizona Snowbowl employee don't forget to include their name and their department name on the bottom of the Group Manifest!

Step 4: Download the [Rental Form](#) and Release of Liability Form and have each of your group members fill them out ahead of time and bring them with when they come up. (If anyone in your group is under the age of 18 they must have a parent or guardian, sign the Release of Liability Form before they arrive).

Step 4: Gather all of the payments into one form; check, credit card, or cash.

Step 5: When you arrive, the Group Leader will come to Guest Services in the lower level of the Hart Prairie Lodge where we will take your payment and give you the tickets and coupons. Everyone else in your party should head directly to the Rental Department where they will go through the regular rental process. (If there are any 4 to 7 year olds one parent should take them to SKIwee to get checked in *remember you need a reservation for SKIwee*).

Step 6: After you receive your tickets, and rental equipment all 8 – 12 year olds who are taking lessons must get checked in by a parent or guardian to the Youth Corral near the Hart Prairie Chairlift.

Step 7: HAVE FUN OUT THERE!

HOW DO I BOOK A DATE WITH ARIZONA SNOWBOWL?

Call us! You can reach the group coordinator phone at (928) 779- 1951 x117. This is a message phone only so be sure to be very detailed. We check messages twice daily. When you call be sure to leave this information:

- Group name
- Group Leader name
- Requested Arrival date
- Group Leader phone

WHEN DO WE NEED TO KNOW THE FINAL NUMBER OF PEOPLE IN OUR GROUP?

We need an estimate of your group numbers at least one week in advance when you book your date, in order to ensure that we have enough instructors and rental equipment.

We need your [group manifest](#) faxed or emailed no later than 48 hours ahead of time. The reason for such short notice is for your benefit. Lots of things can happen at the last minute; people can back out or decide they want to go. In order to have the most accurate number of group members we need it 2 days in advance.

HOW DO I RECEIVE A QUOTE FOR THE FULL AMOUNT THE GROUP WILL COST?

As soon as you send in your group manifest we can then organize a quote for you. Just call Group Sales at (928) 779-1951 x117. The rates are also on the web. Tax is already built into the price so you can expect to pay exactly the rate quoted per person.

WHAT ARE YOUR 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

IF WE HAVE A BIG GROUP, CAN WE HAVE A PRIVATE INSTRUCTOR FOR OUR ENTIRE GROUP?

The answer to this one is usually yes, but it 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.

HOW DO WE RECEIVE OUR 10% OFF FOOD COUPONS?

They will come in the envelope with your lift tickets when you check in at Guest Services to pick up your tickets.

WHAT WILL THE WEATHER BE LIKE?

This is a tricky question. 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.

WHAT TIME SHOULD OUR GROUP ARRIVE?

Early...We work on a first come first served basis (except for SKIwee, see FAQ's below). The only way to guarantee that your group will be outfitted, and to your lessons, on time is to be punctual. We open for sales on the weekdays (Mon.-Fri.) at 8:30 AM and weekends and holidays at 8:00 AM. 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. The reason for our recommendations of arriving early is for your 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 early. In order to be booted and ready to go you need plenty of time hence...early.

WE ARE COMING FROM FAR AWAY AND CAN'T GET TO SNOWBOWL BY 8:30 AM. CAN WE REQUEST LATER ACCOMODATIONS AND LESSONS?

Yes. This is something that needs to be arranged on a case by case basis. The earlier we know about this the more likely we will be able to accommodate your group.

WHERE DO WE MEET FOR OUR 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 adult group lesson meeting areas. The red flags signify the Ridge Runner / Ridge Rider program lesson meeting corral.

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.

WE HAVE BOOKED A TRIP, CAN WE BRING OUR CHILDREN?

Absolutely! We cater to kids ages 4 and up.

SKlwee – ages 4 -7 NEED RESERVATIONS (928) 779-1951 x148

**Weekdays – SKlwee group rates apply

**Weekends – SKlwee is full price

Ridge Runner / Ridge Rider – Ages 8 – 12 NO RESERVATIONS

HOW DOES SKlwee AND THE RIDGE RUNNER PROGRAM WORK? HOW DO WE KNOW WHEN TO PICK UP OR CHILDREN AND WHERE THEY WILL BE? ARE THEY SUPERVISED AT ALL TIMES?

These are very important questions. The SKlwee program is for kids ages 4 to 7. They are based out of the building right next to the sport shop in the lower level of the Hart Prairie Lodge. The kids get checked in with the SKlwee desk and then go out for a full day of fun and learning! Depending on whether your kids are doing a full day or half day the SKlwee desk will let you know what time to pick them up. **If your child is going into SKlwee you do not need to get them rental equipment first.** SKlwee has its own equipment. Do you have questions, or do you want to make a reservation with SKlwee? Call (928) 779 -1951 x148. The children are supervised at all times by a trained and caring instructor. The SKlwee building is a safe and fun place to go when they need a break.

The Ridge Runner / Ridge Rider is the same thing as the Youth Package. The Youth Package is relevant to ages 8 to 18. The Ridge Runner / Ridge Rider program is relevant to group lessons for 8 – 12 year old children who are coming to Arizona Snowbowl for a lesson/equipment/ticket package.

The Ridge Runner / Ridge Rider corral is located between SKlwee and the Hart Prairie chairlift. Parents sign kids in at 9:45 AM for the 10:00 AM lessons and sign them out at 3:00 PM, if the kids are doing a full day lesson and the kids want to eat lunch with their instructors. If you would like to sign them out for lunch you can do so at 12:00 PM simply let the instructor know that you would like to pick them up for lunch. There are also half day lessons that go for two hours starting at 10:00 AM and 1:00 PM.

All children 12 years old and younger who are in our ski school programs are supervised at all times. They can look forward to a wonderful day out on the slopes enjoying an educational, fun day of learning to ski or snowboard. The kids are only free to go when a parent comes to check them out. If you have any questions please call (928) 779-1951 x189.

If you have kids in your group and they are ages 13 and up they go into the adult lesson groups. They are not signed in by a parent. When the lesson is over they are free to go on their own.

DO YOU OFFER PRIVATE PARTIES, BBQ's, APRES SKI PARTIES?

YES! They 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.

CAN WE BRING OUR OWN FOOD?

Yes. There is more than enough room on our decks and picnic tables to have your own refreshments. No outside alcohol is allowed on the premises (by law). We also ask that nothing be in glass containers.

I WAS REFERRED TO YOUR GROUP PROGRAM BY AN ARIZONA SNOWBOWL EMPLOYEE. HOW DO I LET YOU KNOW WHO IT IS?

You simply write the employee's name and department name or number on the bottom of the Group Manifest.

WHERE SHOULD WE STASH OUR STUFF?

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.

DO YOU HAVE BUS PARKING?

Yes! We need to know you're coming in a bus ahead of time so we can secure a spot.

WHAT IS THE CANCELLATION POLICY? ARE THERE ANY PENALTIES IF OUR GROUP CAN'T MAKE IT? CAN WE RESCHEDULE?

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.