



Sugar Mountain Resort, Inc.
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Banner Elk, North Carolina 28604
(828) 898-4521 ext.202
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Sugar Mountain Resort's Group Sales Department looks forward to assisting your group in planning your winter sports vacation. We strive to make your experience as pleasant and convenient as possible. Our staff will provide your group with orientation information, lift/slope tickets, rental equipment, and lessons, so you can "hit the slopes" with ease! The following instructions and recommendations are designed to help you, the group leader, and your group have an enjoyable experience at Sugar Mountain Resort.

Organizing Your Group Trip

A group must be a minimum of 15 participants all skiing/snowboarding for the same session. Group rates apply to lift/slope tickets, equipment rentals, and group lessons for the entirety of your group, but must be payed in a singular transaction. Participants who are under 4 years of age, over 70 years of age, or participating in the Sugar Bear or Polar Bear programs do not apply to the group rate, therefore cannot be counted as part of your 15.

Group rates are available seven (7) days a week. Reservations must be made 72 hours in advance of your trip.

To begin planning your trip please contact the Group Sales Department so that the staff can begin preparing for your trip and send you any necessary documents required prior to arrival. You can reach the group sales office by calling 828-898-4521 ext. 202 or by emailing groupsales@skisugar.com.

During holidays and weekends the resort is likely to experience a high volume of guests. While lift/slope tickets are directly purchased from the Group Sales Department, equipment & clothing rentals, and lessons taken though the Snow Sports School are likely to have varying wait times that cannot be negated when purchasing through the group sales department. During holidays and weekends we recommend arriving at 8 a.m. so that the staff can accommodate your group as soon and as quickly as possible.

Similarly, to ensure parking during holidays and weekends we encourage an 8 a.m. arrival.

For convenience, group leaders may pay for and pick up lift/slope tickets, Snow Sports lesson vouchers, and equipment & clothing rentals the night before the group plans to ski/ride. Please note that early pickup must be coordinated with a group sales representative.

Arrival at Sugar Mountain Resort

Upon arrival your group may disembark from your van/bus in front of the resort. Parking attendants will direct the driver to the nearest available parking space. While the group leader handles the

pickup/payment in the group sales office, the group leader should direct all members of their party to wait in the locker room, on the 3rd floor of the cafeteria, or remain outside. To avoid congestion, please do not allow your group to congregate in the hallway outside the group sales office. The payment transaction will cover lift/slope tickets, equipment & clothing rentals, and group lessons only. We ask that you have exact numbers for your group prior to arrival.

Payment may be made with cash, organization check, traveler's checks or approved credit card: Master Card, Visa, Discover, and American Express. Please check the credit limit of your credit card prior to arriving as many cards are unable to process large transactions without your banks approval.

ALL SALES FINAL/NO REFUNDS

Beginning this season, instead of receiving a paper ticket, your group will receive a reloadable RFID chip-based lift/slope card. This card will act as the lift/slope ticket and will need to be carried at all times. Once the cards are printed, if there are any equipment rentals, your group will be taken to the rental department for proper equipment fitting.

Please Note:

Using someone else's ticket/pass is illegal! Violation of municipal ordinance Title XIII: General Offenses, Chapter 120.01 Ski Pass may result in a \$500 fine and loss of pass.

Equipment & Clothing Rentals

Group Sales personnel will assist in completing the necessary equipment & clothing rental documentation prior to your group's arrival. Upon arrival equipment rental technicians will ensure all equipment is fitted and inspected for each individual guest. A ski or snowboard rental purchase includes all items necessary but does not include a helmet or clothing items which can be rented for an additional fee. For sanitary purposes we do not rent gloves or goggles but those items can be purchased on site in the sports shop.

Rental equipment is NOT reserved and is available on a first come, first serve basis. We recommend arriving one hour prior to your session start time. On particularly busy days, equipment rentals may run in short supply for the half day and twilight sessions. If you feel your group might be affected by this, please discuss this with the group sales personnel prior to arrival for recommendations. Also, please remind your group that everyone is responsible for equipment issued to them.

Rental insurance is available for all rental equipment. It is \$8 per set/per day and insures broken equipment but **does not insure lost or stolen equipment.**

For convenience, groups skiing/snowboarding multiple days may purchase "multiday-rentals" to avoid having to repeat the equipment rental process. Equipment may be kept overnight or stored in one of the lockers onsite. Locker rentals are first come first serve.

Group Ski and Snowboard Lessons

The importance of a ski or snowboard lesson cannot be overstated. We suggest that all first-time

skiers/snowboarders take a lesson. Please be sure to include this recommendation when talking to your group. Group lessons are available on a first come, first serve basis. The Snow Sports School will accommodate your group at their next available lesson time. Lessons are available every day on the hour from 9 a.m. - 3 p.m. and 6 p.m. - 8 p.m. Group lesson participants should arrive at the Snowsports School building 15 minutes prior to their lesson time and must have their lift/slope ticket and ski/snowboard equipment.

Group lessons are for skiers and snowboarders 8 years old and up. Private lessons, Sugar Bear Ski School, and Polar Bear Snowboard School are available through the Snowsports School for participants under 8 years of age at regular price.

Lodging:

Lodging is not available through Sugar Mountain Ski Resort. However, the Group Sales office can offer lodging recommendations, or you can visit www.skisugar.com/lodging for a list of accommodation facilities available in the area. You may also contact the following:

- Banner Elk Chamber: 828-898-8395
- Avery Chambers of Commerce: 800-972-2183
- Boone Chamber of Commerce: 828-264-2225
- Blowing Rock Chamber of Commerce: 828-295-7851

Important Information:

- Indoor picnicking areas are available in the base lodge on the 3rd floor or in the locker area located on the ground floor, next to the rental equipment area. Outdoor picnicking is available on the slope side deck. Picnicking is not allowed on the main floor of the cafeteria.
- Large and small lockers are available in the base lodge on the ground floor adjacent to the equipment rental department and in the far wing of the main floor cafeteria. A credit card is required for payment. Sugar Mountain Resort is not responsible for personal items left unattended.

We look forward to providing your group with a wonderful winter experience!

Michelle Hausman
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Procedures, policies, and rates are subject to change without notice.