

Patch Ski Club Trip Captain Guide



Welcome Aboard!!

Thank you for volunteering to be a Trip Captain (TC). In order to be comfortable and successful as a TC, you must familiarize yourself thoroughly with this guide and the Patch Ski Club (PSC) policies as outlined in the constitution by-laws. Don't hesitate to talk to or ask the TC Coordinator (TCC) or other Board of Directors (BOD) member any questions regarding your duties as a TC.

As a TC you will gain the satisfaction of helping others enjoy their trip to the fullest and help the Ski Club achieve the goal of ensuring our members have fun! However, your help is greatly appreciated, and your reduced trip cost is meant to offset the hours that you will spend as a TC. Please note a TC is not guaranteed a free slot. Ensure you consult with the TCC about your trip. You must pay up front and will be reimbursed after the trip reconciliation for a shared double space.

INFORM YOURSELF

The TCC will provide basic information to you. Contact the TCC if you require any additional information or if you have any questions. Prior to your trip going on sale, the TCC will give you:

- Trip Cost - Adult (double), Adult (single), children
- Number and Type of Room - Singles, Doubles, Triples, Quads, or Apts
- What's Included - bus, half board, breakfast only, Friday evening meal, etc.
- Hotel Information - name, rating, amenities (sauna, jacuzzi, pool, playroom, etc)
- Promotional Material (if available) - ski resort, trail map, hotel if available.
- Trip Application/Receipts Forms
- TC Worksheets - sales summary, room assignment, roll call, hotel, lift tickets

If at any point you cannot find the information you need or any administrative items dealing with the hotel, ask the TCC.

PLANNING & PREPARATION ARE KEYS TO SUCCESS

You, the TC, must be knowledgeable about the ski area. Ideally, you would have first-hand knowledge of the ski area and hotel: however, this is not always possible. Given the extensive amount of information about our areas on the Web and in ski travel books, it is possible for you to thoroughly research the ski area and make phone calls to learn more about the area. You might even visit the areas on a free weekend prior to your trip.

Using the information you have obtained, you are required to produce a trip information flyer. This informs the prospective trip buyers what your trip offers.

What should the trip information flyer include? Place emphasis on what the member gets for his/her hard-earned money, but be sure to also state what is not included. The TCC will provide you with examples. This flyer should include the following :

| | |
|-----------|-----------------|
| ALL TRIPS | U-DRIVE TRIP*** |
|-----------|-----------------|

| | |
|---|---|
| <ul style="list-style-type: none"> • Cost of the Trip • Dates of the Trip • Types of Skiing Available • Bus Departure Dates, Times, Place • Hotel Facilities, Address, Phone Number • Distance to Lifts • Lift Pass Prices * • Availability of Lessons** • Considerations for Small Children • General Trip Information • Internet Link to Hotel • Your Name, Number, & Email Address | <ul style="list-style-type: none"> • Directions to Resort • Time & Distance to Resort • Directions to the Hotel • Directions to the Lifts • Location of Last German Esso Station • Road conditions Note (Chains, 4WD) |
|---|---|

*If the lift tickets are included in the price of the trip or not. If members want to participate in a group discount, they need to have enough local currency on the bus to pay lift tickets.

**If lessons are included in the price of the trip or not

***Not mandatory on the information flyer but you should have it readily available.

ADVERTISE

The only way to sell a trip is to advertise. Advertising is critical to achieving maximum participation. You can advertise long before your sell date. Make members aware of you trip and what it has to offer. Push your trip. Here are some helpful resources:

- The Patch Ski Club Publicity Director will help ensure your advertising material gets in into the PSC email alerts and may be able to get it on the Radio and in the newspaper. Contact him/her to get this started and to supply the necessary information.
- **Posters/Flyers:** Create your own colorful posters/flyers for PSC membership events, post office, and bulletin boards. You'll need a poster at each membership event to advertise your 'sale booth'. Eye-catching posters and pamphlets go a long way in selling your trip. Don't

forget organizations outside your own: EUCOM, AFRICOM, USGA STUTTGART, DISA, Commissary, PX, etc.

- **PSC Homepage:** www.patchskiclub.com is the homepage address for the club. Write a one-page ad for the website and send it to the Web Master along with a copy of your trip flyer for posting.
- **PSC Facebook Page:** Post a .jpg of your flyer and/or leave a status
- **Word-of-Mouth:** This is one of the bestselling methods. Try to develop a core of participants by talking/selling your trip to fellow members, friends, acquaintances and colleagues. Ask members who have already signed up to talk it up to other members. Another useful method is to send an early notice email to the folks who attended the trip last year or folks who have gone on one of your trips before.

Use your imagination and come up with other methods. If it works well, pass it off to other TC's and the TCC.

TRIPS SALES

The policies for trip sales will be posted in the constitution by-laws. Trip sales begin approximately two months (approximately four PSC membership events) prior to your trip. There will be a final payment deadline date designated for each trip. This is the date that all payment is due, and cancellations after this date will be subject to a higher cancellation fee. If you still have spaces on your trip, you can and should continue to sell them. This gives you just two to four membership events for prime time selling. Use the following guidelines to keep everyone, including you, happy.

Arrive early to setup your sales area and be ready to sell to the general membership promptly at the start of the membership event. The sales period is normally 1830 to 2030 although the 'early sales' to BOD members and people who are working at the membership event will be between 1800 and 1830.

The official opening night for your trip sales will be the first opportunity for members to sign up for your trip. After the official opening night, you may sign-up members at any time. Early sales are restricted to the following members who may sign up as a family or single membership plus either another PSC membership (family or single) or two individual guest spaces:

- Current BOD members
- TCs who are simultaneously working their own trips
- Volunteers who are working at the specific membership event.

Here are a list of items you should bring for each sales event:

- Current Trip Applications---fill them out ahead of time with your TC information and ensure that the form reflects the latest policies.
- The 'Bid' Sheet--- from the Booking Director or the TCC
- Trip Information Flyer--- bring 30-40
- Room Assignment Worksheet
- Sales Summary Worksheet
- Promotional pamphlets for the hotel and ski area. Members usually have lots of questions. Have promotional materials readily available for members to peruse and help answer questions. The more detailed your information, the easier it is to sell the trip. If you can't answer a question write it down and pass it to the TCC.
- Maps of the general area. Members like to get an idea of where the ski resort is.
- Know the exchange rate (Euro or Swiss Franc)
- Pens

If you cannot be present to sell your trip, make sure you have a reliable stand-in who understands the sign up procedures and the club policies. Please notify the TCC if you cannot sell your trips or will be late. If you have a stand-in seller, let the TCC know who it will be. If you cannot find someone, we may be able to help find someone to sell for you.

The TCC, or a stand-in BOD member, will be present at all membership events by 1830 to help you set up, answer any questions and discuss any problems.

SIGN-UP PROCEDURES

Complete instructions for trip sign-ups are in the by-laws. Some of the following are highlights of these procedures while others are full explanations:

- ❖ The Trip Application must be completed.
 - A member is NOT signed up for the trip, unless you have a signed Trip Application and collected their deposit (50 Euro PER PERSON).
 - The yellow copy is for the member
 - The white copy is for the TC
 - Ensure the member understands and signs the refund policy.
 - The major portions are as follows:
 - Your Information

- Their Information---get children's ages and dates of birth (age should be calculated for **date of trip**, not date of sign-up)
- Room preference & special conditions
- Prices---Special children prices are only when they are rooming with both parents; Ask for a copy of your Bid sheet so you can check.
- Don't forget guest fees (20 Euro) for non-members.
- Deposit and Payment due date
- Cancellation & Refund policies
- Signature & Date

Each trip sign-up must be accompanied with a deposit of 50 Euro per person.

Guest (non-PSC Members) fee is 20 Euro per person. The PSC does provide reciprocal membership for members of other area ski clubs.

Remind members who sign up as a ' $\frac{1}{2}$ shared Double' without a roommate that they may have to pay a single supplement if a roommate cannot be found. Note: TC 'rearranging' of roommates does not constitute a 'major change' to the trip for refund policies.

Payment must be in Euro. Checks written in Euros are fine. These are available from Community Bank for a small fee.

Final payment must be made by close of business on the final payment due date - **approximately 30 days before trip departure**. Encourage patrons to pay off early. This makes your job easier because a wait-listed person (or any other member for that member) could show up on the deadline night with full payment and bump a person off the trip if that person has not paid in full. As you can imagine, this can cause great angst.

- A note about the "payment due" date. This is the date members must fully pay off (including the TC) their trip. You can still sell open slots on the trip, but payment must be in full at the time of sign up. Room availability may be suspect at this late date. If you have additional sign ups after the close out date, ensure you confirm with the TCC and Booking Director how many rooms are still left, if any, and forewarn the member before taking payment. Although extremely taxing and hectic, TCs have taken payment up to hours prior to departure (even in the parking lot while boarding the bus).

The Trip Application and Trip Sales Summary constitute your financial bible. Take great care to complete the Trip Application accurately. Write the pay-off date on the receipt. Ask members to present their yellow copy (their receipt) when making additional payments so you can record the payments of their copy.

As people give you money, make an entry on the **Trips Sales Summary**. This is for the TCC and the Business Director. Use one line per person for all forms - first name, last name, membership number and (for children) age. The TCC will return the Sales Summary sheet at the next membership event with the latest information you turned in from the last membership event. We encourage you to do this electronically via email. You will turn in the money you have collect since the last membership event at the end of each membership event night to the Business Director. You will be given a receipt for the funds received after verification. Make sure to note the turned in amount after each membership event on your Sales Summary sheet. **You are financially liable for all monies collected from your trip sales until you turn them in and get a receipt from the PSC Business Director.**

You will also have a **Room Assignments worksheet**. It is a good idea to block out or highlight the number and types of rooms that you have prior to selling spaces. This will give you and the members a quick visual aid for room and roommate preferences. We recommend using a pencil on this sheet. If you do use a pen, you can keep a 'master copy' on your computer that you update after each membership event and then send to the TCC and the Booking Director, along with your Sales Summary.

Multi-Trip Discount: After 5 spaces on trips, every 6th or 12th or 18th, a space purchased by a member is discounted by 50 Euro. In other words, five fully-paid trips for a member equal a 'credit' of 50 Euro for the 6th space. The **bonus is on the member** to track their trips. If there are questions, they may be asked to provide you with their previous receipts to verify their eligibility.

Standby/Wait List: Those requesting to be placed on a standby list still require 50 Euro deposit per person. Wait list members will move on to the trip by precedence and size. For example if a single slot opens up you may inform a family of four of the opening but may eventually need to give the slot to the next single on the waitlist. The TC should work with the members cancelling trips to find a replacement member for the trip to help avoid costs incurred by the club due to the cancellation.

REFUNDS

NEVER MAKE A REFUND PROMISE TO ANY TRIP PARTICIPANT

The refund policy is clearly spelled out on the Trip Application. Read it!! To summarize the major points, any cancellation before the payment deadline date will carry a 20 Euro and any cancellation after this date will incur a fee of 40 Euro. Additionally, the member is responsible for all 'incurred costs' that may have resulted from the hotel, Reiseleiter, or bus company. **Your responsibility as the TC is to record any refund requests accurately.** The BOD is responsible for adjusting all refunds. There are two types of refunds: routine and exception to policy. Both are covered below. At no time will the PSC refund member for costs incurred by the Club on the member's behalf. The PSC is a non-profit organization and we simply do not have the fiscal resources to provide refunds for costs incurred.

NEVER MAKE A REFUND PROMISE TO ANY TRIP PARTICIPANT

The proper procedure for securing refunds for your trip participants are:

ROUTINE REFUND: A member cancels for personal reasons, accepts the cancellation fee, and does not request an exception to policy refund. This action does not require BOD approval. **After the trip has been completed,** the cancelled member's name with the date of cancellation will be noted on the reconciliation form. The Business Director will make the appropriate calculation for the refund, taking into account any charges that may have been incurred due to their cancellation, e.g. hotel cost, write the check and give it to the TCC to give to the TC. This is yet another reason why it is imperative that you reconcile your trip within one week of completion.

EXCEPTION OF REFUND POLICY: If the member desires a refund of the cancellation/administrative fees, they are requesting an exception to the refund policy. The member must submit a letter, or an email, to the BOD requesting a full refund. The letter must include the date of cancellation and the reason for the cancellation. The letter will be accompanied by some form of documentation, i.e. TDY orders, emergency leave form, doctor's statement, etc. The TC will gather the material and pass it to the TCC. The TCC will process the refund request when the request is accompanied by appropriate documentation. The TCC will present the request to the BOD for approval. **These requests will not be approved until the trip has been completed in case the Club incurs any costs.** At no time will the

club refund costs incurred by the club due to a member's cancellation. Make sure you emphasize this to each member at sign up when you review the cancellation policy with them.

For any cancellations, especially within 30 days of the trip, it is imperative that the TC immediately notify the TCC so the club can avoid or limit undue costs. Also, the TC should be flexible and work with the canceling member to identify and sign up a replacement.

The Business Director will issue a check or Electronic Fund Transfer for the amount of the refund. You, the TC will be responsible for getting the check to the refund requester promptly.

SUPPLEMENTARY FORMS

As mentioned in previous sections, you will be supplied with a packet of forms (via email) which are designed to make your job as TC easier. These forms are recommended forms. You may use any format you choose as long as it collects the necessary information. You are responsible for making extra copies. USAREUR Reg 210-22 authorizes "printing and copying services in support of programs, events, and activities..." Remember to bring plenty of copies to each meeting.

Room Assignment Worksheet: This form is used to indicate who is rooming with whom. The form can also be used to organize car-pooling for U-Drive trips. The Booking Director will request a copy of this prior to the trip to confirm booking with the travel agent. **Forward this form electronically to the TCC within 48 hours of each club membership event.**

Sales Summary Sheet: This form is used to track the deposits and payments for all members going on your trip. The one supplied to you by the TCC is an Excel spreadsheet. **Forward this form electronically to the TCC within 48 hours of each club membership event.**

Reconciliation Worksheet: This form is used for the financial reconciliation of your trip once you return. Provided by the Business Director, it tallies the various trip payments, refunds, discounts, and reimbursements for you and your trip's members. Do not modify the form or the calculations won't work. **Our goal is to process these sheets within one week of your return.**

Roll Call/Hotel/Lift Pass Worksheet: Use this form for bus roll call, tracking participant hotel room numbers, and lift tickets. Recommend alphabetizing the participants' name on this worksheet.

Base Access for Non-ID Card Holders: Make sure you know which participants will require base access and have a plan formulated for each Non-ID card holder to get them on base for the date of departure.

TC Trip Report Form: This is a template for your report to the Board after your trip. You may fill this out and email it to the TCC. This will be incorporated into the official BOD meeting minutes.

Trip Evaluation Form: This form has been retired and there is now a feedback area on the PSC website, www.patchskiclub.com (I haven't seen it on the website but have still used the hard copy on my trips. I like it)

TC'S AUTHORITY & RESPONSIBILITIES

The PSC BOD has empowered all TCs with the authority to enforce PSC rules and regulations while in charge of their trip (be sure to familiar with them as outlined in the PSC Constitution and Bylaws). All trip members must obey the decisions of the TC while participating on a trip.

If during the trip a situation arises in which you may need advice, feel free to consult with a BOD member, if one is present on your trip. **If no BOD member is present, then consult with you Assistant TC and the Stuttgart Ski Patroller** for advice. All final decision are the TC's responsibility. BOD member can only overrule a TC's decision if the decision is contrary to PSC policies.

TCs are not empowered to make legal/monetary commitments on behalf of the PSC.

Always use your chain of command inside the BOD to express problems, get information, or explain PSC policies. Your immediate supervisor is the TCC. If you need information from the Reiseburo, you can have the TCC or the Booking Director get it or you can contact the hotel or travel agent yourself. If the trip is using a travel agent, do not communicate with the hotel directly. If you decide to contact them yourself the TCC and Booking Director **MUST** be cc'ed on all correspondences.

You have been approved and assigned your particular trip by the BOD. You may not bequeath your TC status to someone else. Nor may you trade trips with another TC without BOD approval. Should you be unable to act as the TC for your trip, you must immediately notify the TCC so that the BOD can select another TC for the trip.

You are encouraged to select an Assistant TC. Notify the TCC of your selection. The Assistant TC can be very helpful during bus loading/unloading, room key disbursement, passing along information, and organizing functions. The benefit of being an Assistant TC is to gain insight and experience for consideration as the primary TC for future trips. The Assistant TC has no authority under PSC policies.

If you cannot attend one of your sales membership events, make sure that you find a reliable replacement to sell your trip. You are also required to notify the TCC of the temporary arrangement. We suggest your Assistant TC act as your stand-in. It is very important to remember that you, as the TC, are responsible for any monetary errors or discrepancies that your stand-in may make.

One of the most important items to remember as a TC is to maintain communication with the trip participants. We recommend establishing an email group for your trip's participants. Keep participants informed of all events. A guideline is to send an email two months out, one month out, two weeks out and one week out. Express both time and locations of meeting points. You can use posters in the hotel lobby for general announcements. Use the bus microphone to provide background information for the trip, go over the policies for the bus travel, trip behavior, etc. on the ride to the hotel. Emphasize communication lines to the members. Also stress the use of the buddy system to distribute critical information. It is also a good idea to collect the members' cell phone numbers prior to the trip. Another good idea is to create "Trip Cards" using business cardstock. Print the hotel name, phone number, location, TC cell number, and any other pertinent information.

There may be a Stuttgart Ski Patroller on your trip. On the bus ride to your hotel all the Ski Patroller to cover safety procedures. If there is no Ski Patroller, give a short safety brief and ensure people new to European resorts understand the safety differences between U.S. and Europe. The TCC will give you some reference ski safety material if you need it.

PRE-DEPARTURE CONSIDERATIONS & PREPARATIONS

Trip Captain Checklist: The TCC will supply you with a handy checklist for you to use as you prepare for your trip.

Roll Call/Hotel/Lift Pass Worksheet: Complete a roll call/hotel/lift pass worksheet of your participants in alphabetical order. Make copies and use if for roll call, logging lift pass money collections, etc. With the member's consent, you may wish to include cell phone and combine with a room assignment sheet.

Room Assignments: You should have the hotel room assignments firmly established. You must present a room requirement list to the Booking Director. This list should detail how many single, double, triple, and quad rooms you need to accommodate your patrons. The TCC or Booking Director will contact the hotel and give them the finalized room assignments.

Collected Funds: Turn in all collected funds to the Business Director. Remember, you are liable for any money you 'misplace'.

U-Drive Trips: Make sure you provide detailed directions to the resort and ski area. Include the locations of the last German Esso station along the route so your members can fill up prior to leaving Germany. Establish a meeting time and locations for check-in. It's best if the TC can get down early to coordinate with the hotel and organize the keys, additional directions and lift passes. Make sure you provide participants your cell phone number or a number where they can reach you should they have any problems.

Things to Take: Get all the supplies you will need for the trip. The following is a list of some items you will want:

- Cheese, crackers or some other creative consumables. It is up to you to decide what to bring along to put a smile on your travel companion's faces. The BOD allots up to **5 Euro per paying** member for food, drinks and supplies. You may apply for the amount in advance or you can request reimbursement when you file your final report after the trip. Provide all receipts when requesting reimbursements. It is highly recommended you provide non-messy snacks and encourage a pot luck atmosphere for food and drinks. If you are provided ahead of time with your bus driver's cell phone number, it never hurts to confirm exactly what he has for sale on his bus.
- Plastic/Paper cups for drinks. We recommend 10 oz as they fit in the bus cup folder
- Corkscrew, knives, cutting board, plates

- Large trash bags to help keep the bus clean
- Zip-Loc bags are handy for motion sickness
- Announcement posters for the hotel lobby
- Moist towelettes and paper towels
- **Music and videos.** You may also bring along a good selection of music and DVDs for the bus ride. The buses can only show European standard videos. PSC does have a small library of videos. Ensure the movie or music content is suitable for you trip's audience.
- Emergency data card. Provide each member with the hotel name, address, and phone number on a small piece of paper they can carry with them in case they get separated from the group and need to find their own way back to the hotel. It is also helpful to include phone number for your cell phone and a **24 hour watch desk back at Patch (MP, ETCC, J2) in case of emergencies.**
- A flashlight to help in loading/unloading the bus and to look under seats for left behind items.
- Whatever else you think useful.

THE DEPARTURE & ENROUTE

The mood of the entire trip can be set at the bus loading and departure. Disorganization at the outset is often the catalyst for disrespect. Follow these procedures to get started on the right foot.

- If you chose, at a minimum of 72-hours prior to departure, provide letter to the Provost Marshall's office with the bus driver's info and list of members that are not ID card holders or those that do not possess an installation pass for smooth entrance at the main gate. This is especially important as Threat Conditions change. The new Installation Access and Control System may change entry procedures as well. It's a good idea to start early and be prepared for changes and delays.
- On the morning of your departure, inform the main gate of the incoming bus prior to the bus arrival
- Be at the bus early! Try to be the first person at the bus so you can meet with the driver and discuss rules, itinerary, and any other special requests. The bus will typically show up 15 minutes earlier than the stated load time.
- Choose and reserve your seat at the front of the bus.
- Check to make sure the toilette and DVD player on the bus works.
- Make sure people check in with you. Check them off your passenger list as soon as they arrive. Ask if they have their passports, insurance forms, and foreign currency.

- Have members stack their equipment where the bus driver can load the bus. Have the Assistant TC and members help the bus driver load the bus. **Make sure no one leans his/her equipment against the bus.**
- Allow the members to select a seat. Remind people that the party crowd is at the rear of the bus and quiet folks up front. Inform them that the seat they choose on the ride out will be their seat on the ride back unless they negotiate a change.
- At departure time, make a final roll call and go. Use the '10 minute' rule to wait for late members. Try to track them down via their home, cell, or work numbers.
- Make all of your prepared statements shortly after getting on the autobahn. At a minimum, include the PSC trips policies and any specific policies, i.e. no ski boots on the bus and specific bus policies. Identify the driver. Have the Ski Patroller give his/her safety brief.
- Serve the wine and cheese sometime after the bus is established on the autobahn and other announcements are over. Be sure to circulate throughout the bus to answer questions and 'keep an eye on things'.
- **Show movies. Again, be aware of the suitability for your audience. Asking the parents prior to showing questionable movies can mitigate a lot of hassles.**
- Collect money for lift passes if you haven't already done so. Although not mandatory, it sometimes is easier on you if you collect lift pass money prior to trip departure. For the Siegi trips and other trips where you arrive early, purchase the lift passes on your arrival day so you can hand them out to your trip participants at check-in or dinner. Doing so will greatly reduce the chaos of the first morning.
- Distribute hotel phone numbers and address in case any member needs to take public transportation back to the hotel or to call and leave a message.

The bus driver is required to take periodic breaks on long trips. Make sure all understand how long the break will be and they know how to find the bus. Remind members the bathroom on the bus may freeze and stop working, so they should make maximum use of the rest stop.

ARRIVING AT THE HOTEL

Near the end of the bus trip is the ideal time to issue hotel arrival instructions.

- Members are not to enter the hotel until you have finished checking in at the front desk. Do take a member who speaks the local language with you to the hotel reception desk.
- The Assistant TC and selected helpers should unload the bags from the bus.
- Passengers gather their belongings and remove trash from the bus.
- Ask for a place to stage the baggage, i.e. lobby, foyer. Determine where the ski room is. Have the Assistant TC supervise the group entering the assigned staging area. Ask where you may post messages and schedules.
- Pass out room keys and limit group noise since arrival times are usually late.
- Make sure all trip members know your room number. Confirm breakfast and dinner hours and inform members at the time of check in
- Also state bus departure time for the ski slope while handing out the keys.

ROOM ASSIGNMENTS

Settling room assignments can be as frustrating as you allow. Normally, room assignments should be finalized at least a week prior to the trip departure date. However, last minute trip member entries can cause discrepancies. If that happens, use our utmost discretion when you make room assignment changes. Do not confuse the room assignments you make with the actual rooms the members get from the hotel. You're essentially making room type (e.g. single, double, triple, quad) and roommate assignments. The hotel staff will assign the actual room in the hotel the members will stay in. **DO NOT MAKE ANY PROMISES!!**

Remind members signing up for shared-double that if you cannot match another member up in the room, they will have to pay the single supplement. This is an incentive for the member to find a roommate, potentially another space sold!

FIRST DAY AT THE SKI AREA

If your trip uses the bus to go to the lifts:

- Make sure everyone is aware of the departure time (from the hotel and slopes) and location. You are not obligated to wait for latecomers; however, you must ensure that all trip members are aware of the departure time/location.
- If people were missing at breakfast, find out where they are. If could be they have just decided to skip breakfast and plan to be at the bus, but it is wise to check so no one misses the bus.
- Pass out the hotel information if you haven't done so already.
- Pass out ski lift opening and closing times

- Brief missed bus procedures and times of departure from the slopes at the end of the day.

Check on the local transportation system. Find out if the lift passes will pay for the local bus service. Check the train schedules and pass the information to your fellow skiers. Most hotels will have the public transportation schedules posted or can readily obtain it for you. On both a Bus or U-Drive trip, it is **ultimately the member's responsibility** to get themselves to and from the slopes each day. On a U-Drive trip, ensure there are directions on how to drive to the slopes.

LIFT PASSES

When purchasing lift passes, be sure to ask for group rates. Alternatively, you may receive 'X' number of free passes when purchasing 'Y' number of group passes. The priority for distributing **free passes** is your discretion. If the lift passes are **discounted**, reimburse the members the extra funds. Ideally you should know what the lift discount price will be and will only collect the necessary funds from the members. The local information office has this information. Visit their website or contact them by phone to determine group rates and procedures.

When handing out the lift passes, make sure to announce the bus departure time and location for that afternoon's return trip.

Although it is your call as the TC, it is advisable not to allow variations in lift pass options. In other words, it is often simpler and more beneficial to the group (in terms of discounts and group rates) to only offer full day lift passes throughout the duration of your trip.

LEAVING THE SLOPE

Make sure you take roll call prior to leaving the slopes. If people are missing inquire about their whereabouts. Have the Assistant TC check restrooms, etc.

You may wait a short time for no-shows, but **more than 10 minutes is a disservice to the rest of the group**. Those who return late know you will not wait and may already have started to find their own way back to the hotel.

BACK AT THE HOTEL

Always take the opportunity to pass on information during meal times at the hotel. This is the best time to set up activities and make announcements for the group. Be sure to state what the checkout procedures will be. Check with the hotel to arrange changing rooms, showering, checkout times, etc. Look into the alternative events offered (sledding, hiking, tours, etc.) and the nightlife in your town and pass on the information. Announce sauna use times or other amenities that are available to the trip members. Publicly answer members' questions and concerns. It is recommended that you do not change important portions of your plans (i.e. departure method & time) without ensuring full consensus of your trip's members. If you need to make changes, it is best to canvass the members individually or in small groups to get an accurate assessment of their willingness to change the plan.

CHECKING OUT OF THE HOTEL

Arrange the checkout procedures with the hotel at least the day prior to departure. Some possible arrangements are:

- Leave baggage in the hotel rooms or storage area while you ski the last day.
- Arrange changing rooms at the hotel where bags can be stored and clothing can be changed after skiing and prior to bus departure. Get at least two rooms, one for males and one for females.
- If the hotel can't provide rooms, members will have to use their own discretion in changing clothes after skiing. The hotel sauna facilities may be an alternative. Baggage will have to be loaded prior to that day's skiing and a change of clothes for the trip home will have to be left on their bus seat. Remind folks to have their passports and ID cards handy for border crossing and the arrival at Patch
- Make sure all outstanding bar or other room charges incurred by members are paid prior to departure.

BUS TRIP HOME

Try especially hard not to leave anyone behind for the bus ride home. Do your best to check out all possible places that the straggler could be. If the missing person is not on the last lift, then call the hotel and check for messages. If the hotel has no information, leave word for the missing person at the ski area and the hotel and then depart.

Serve any leftover treats on the return trip. If you have any remaining refreshment funds, you can purchase some snacks for the return.

It is customary to collect a tip for the bus driver. Pass a hat around for a collection and publicly present it to the driver near the end of the trip.

AWARD PRESENTATION

This optional event takes place during the bus ride home. The purpose of the event is to recognize and, if possible, highlight various deserving members on the trip. Gather funny stories and incidents during the entire trip and write down who told you the story and whom it's about. The TC can visit a gift and souvenir shop to buy appropriate awards. Normal items include key chains, pins, sunglass retainer strap, patches, stickers, and any other kind of cheap knickknacks. You may choose to present the awards yourself or designate the duties to the original storytellers. These gag gifts are not reimbursable, but they can be purchased using excess 5 Euro TC allowance. Remember to keep your receipts for the purchase.

BUS ARRIVAL AT PATCH

Wake up the passengers about 10 minutes prior to arrival at Patch. Remind trip members to check around their seats for lost gear and to pick up trash. Have the Assistant TC help the bus driver unload skis and bags. After all members have left, make one last walk through the bus and pick up any items left for display at the next Ski Club membership event. Ensure everything has been claimed. Discuss the trip with the bus driver and thank him for his efforts. Ask him for any suggestions to make it easier for him next time.

AFTER THE TRIP

After the completion of your trip, complete the **Trip Reconciliation Form as soon as possible**. The reconciliation forms will be sent to you by the TCC and should be completed within one week of the trip completion and returned to the TCC with any receipts and unspent money (normally the TCC and Business Director will be present to go over the final reconciliation).

In the Trip Reconciliation, you need to itemize the amount of money you should have collected and the amount you actually turned in to the Business Director. Remember to keep all receipts. You will be reimbursed only for receipted items. Be thorough with your paperwork.

The TC will also submit a Trip Write Up to the Publicity Director and TCC within one week of the trip completion for the next PSC Newsletter. It is simply a trip assessment in your own words describing events and conditions on your trip. Make it fun so the members who didn't go on the trip wished they had.

Finally, write a trip report and turn it in to the TCC. You may have to attend a BOD meeting but only if there were significant problems the BOD needs to be aware of i.e. a member was not satisfied for some specific reason. The trip report will include, as a minimum:

- Number of members on the trip
- Problems with hotel, bus, bus driver
- Problems with member(s)
- Recommendation of the trip for next year
- Improvements to the whole trip process from TC training to BOD meeting.
- Documentation for exception to policy refunds

ODDS & ENDS

Health Issues: Completed trip application should have health issues listed. Make sure you get information from folks on any specific problems that may affect them during the trips. Include food and drug allergies.

Insurance: Stress the importance of having ski insurances. The military will not cover slope evacuation charges and some medical costs. Many European hospitals don't recognize TRICARE and often demand payment prior to release. German ski insurance is important to protect the individual and his/her family.

Emergency Facilities: Ask your hotel or other locals about the location of the local emergency care services in town and on the slopes. This information can save a great deal of confusion during an emergency. You should be able to find out the location and who to call by talking to the front desk of your hotel.

Games/Events: The TC is encouraged to arrange special events as contest to take place at the ski area and hotel. Some examples are Gluhwein and pajama parties, handicap ski races, costume party, obstacle courses, sing-a-longs, etc. These events are entirely up to your imagination. They are often the highlight of the trip and talked about for years. It also can do wonders for your status as a TC.

Know your Flock: Learn everyone's name and face. Always greet your patrons. The small things can create a wonderful atmosphere throughout the trip.

TRIP POLICIES

Smoking: Smoking on the bus is strictly prohibited. Offenses are punishable with a 30 Euro fine or worse, expulsion from the trip. The bus will make periodic rest stops as required by law. If extra smoke stops are necessary, they will be scheduled to occur at intervals of no less than every two hours or more than every three hours.

Music: Encourage headphones! If someone doesn't like what is playing on the boom box, they can put them on and listen to their own music. Boom boxes will be used only at the rear of the bus and at a decent volume level.

Drinking: Alcoholic beverages are allowed for adult consumption only. Behavior must remain civil and respectful of other passengers no matter what the level of indulgence. Bus sickness resulting from excess drinking will result in a 50 Euro "cleaning fee" It is 60 Euro if the offender makes a big mess, especially if it make someone else lose their cookies. You can collect the fine and give it to the bus driver.

Bus Seating: All seating of first come, first served basis. Family members and quiet folks are encouraged to sit at the front of the bus, while those who wish to party are to sit at the rear of the bus. Have people limit the number of seats they reserve to immediate family or traveling companion. Your seat down is your seat back. Swapping of seats occurs only with the mutual agreements of all parties involved.

Departure Time: All departure times are set and enforced by the TC. The TC is not required to wait for stragglers past the established departure time. Good judgment and the 10-minute rule will serve you well. Ensure your trip members know the departure time/location from the ski area back to Patch Barracks.

Pets are not allowed on the bus. Driving yourself instead of taking the bus because you have a per will not earn you a bus cost refund.

ATTITUDE

Always try to maintain a positive attitude. Remember you are the ambassador for the PSC on the bus, at the hotel, and on the slopes. Leave the local people with a positive memory of our story. We want them to be happy to have us return.

Your stint as TC can be very rewarding and a fun experience for you and your trip members.

It all boils down to Preparation, Attitude, and Attention to Detail.

YOU MAKE THE DIFFERENCE!