

# **ROUND HEARTH at STOWE**



## ***ROUND HEARTH SKI TOURS***

**2009-2010**

### **Winter Group Policies, Procedures & Expectations**

#### *TABLE OF CONTENTS*

Group Leader "Pre-Flight" Ski/Ride Trip Checklist	1
Group Leader Contract Acceptance Forms <i>To be completed, signed, and returned to Round Hearth Mgmt. after agreeing with Policies &amp; Procedures Package</i>	2-3
Round Hearth Tours Transportation Policy	4
Procedures, Policies & Regulations-Group Overview	5
Medical Attention & Emergency Services	6
Map of Stowe Area	6-A
Payment for Group Trips <i>Including Deposit Schedule: (1) Good Faith (2) Confirmation (3) Lodging &amp; Meals</i>	7
Late Cancellations Policy	7
Minimum Group Sizes	8
Cash Damage Deposit Policy for Group Members	8
"No Snow Factor" & Round Hearth Policy	9
Gratuities - Lodge Staff	9
Important Planning Information <i>(1) Group Registration List (2) Group Rooming Assignments (3) Bus Directions, Pickup Times (4) Equip. Rentals (5) Group Lessons</i>	10-11
Round Hearth at Stowe Guest Policies	12-15
NO TOWELS Statement	14
Standards of Behavior-Individual Group Members	16-18
Group Leader Responsibility, re: Contract Acceptance Forms	18
Sample Forms	19-22
INDEX	23

## GROUP LEADER "PRE-FLIGHT" WINTER SKI TRIP CHECKLIST

1. TRIP LIST and DIRECTIONS: Two weeks prior to your trip start date, we need to know the EXACT breakdown of male and female students making the trip. We will also need to know the EXACT breakdown of male and female adult chaperones making the trip. Also, if you have reserved round trip bus transportation with us, we need to receive directions & a time for the bus to arrive at your pick-up point so that we can efficiently direct your highway coach to you. Please email/fax us your details at least two weeks in advance.
2. ARRIVAL TIME: Please let us know your anticipated arrival time one week in advance so that we can set up your trip specifics and be prepared to welcome you appropriately. If your arrival will be delayed for any reason, please call us (collect, if necessary) -- even if en route -- so that we can make necessary adjustments. Keep in mind that check-in is always after 4:00 pm, unless otherwise arranged in advance.
3. DAMAGE DEPOSITS: **Every group** is required to present a \$10.00 per group member CASH DAMAGE DEPOSIT upon arrival at the Red Fox. Adult group leaders are not required to submit a cash damage deposit for themselves. Please collect the cash from each student/group member before arrival and present it to us upon meeting to settle your bill and to receive your lift tickets. If you would like to submit individual envelopes (containing \$10.00) labeled with each student's name these can easily be returned at the end of your stay. Upon departure, your entire damage deposit will be returned intact minus the cost of any damages caused, accidental or intentional, by any group member. "Accidental" does not include normal wear & tear. **ONE EXCEPTION:** If cost of damages cannot be immediately ascertained, we reserve the right to keep your entire deposit. After costs have been determined, we will mail a check to you for the unused deposit balance.
4. NAME & ADDRESS LIST: A complete name and address list of all trip members is required by the State of Vermont. Please take care to comply with this requirement before leaving home. The list should be presented to us upon arrival. You should also keep a copy for your records. (If required, we can photocopy your original.)
5. INDIVIDUAL CANCELLATIONS: Have there been any last minute dropouts? You are still required to pay in full for the number of beds originally reserved (less an allowance of 10%). Notifying us in advance of your arrival, however, may help. Even if you call immediately before departure, we may still be able to work with another group to add one or more members to their group, thus filling some or all of your canceled bed spaces. If we can fill the beds, you will be saved the penalty of paying for the empty beds. *Note: On cancellations in excess of 10% of your original group size -- committed to at TEN WEEKS prior to your scheduled arrival date -- you are required to pay only for the beds, not food or ski tickets. Empty bus seats (under req'd paid minimums: 40, 48 or 50 depending upon bus size) or loss of complimentary packages may figure into your final bill, however.*
6. CHECK, CASH & CREDIT CARD: Do you have all the necessary financial paraphernalia to pay for your group's total balance due? -- and for incidentals and emergencies? **PAYMENT IN FULL IS EXPECTED UPON YOUR ARRIVAL IN STOWE AT THE ROUND HEARTH.** WE DO NOT ACCEPT CREDIT CARDS FOR FINAL PAYMENT FOR GROUP LODGING AND/OR ROUND HEARTH TOUR EXPENSES. Personal checks are accepted for payment only if cleared with us in advance of your arrival. A Credit Card is needed (as a security deposit) if any of your group members will rent skis or snowboards from the Ski Resort Rental Shop.
7. LIABILITY RELEASE FORMS & OTHER SPECIFIC FORMS (i.e.: Medical Information, Parental Permission Forms, Behavior Contracts, etc). Signed & in a file to travel with you. In the event of an injury, you will be required to present a signed Release from Liability Waiver form at the medical facility providing service.
8. BUILDING DAYTIME HOURS: During your stay, we request that your group vacate the Round Hearth between the hours of 9:00 am and 4:00 pm. This request is necessary to ensure a complete cleaning of all public areas. Also, our staff is often out skiing with you (!) during the daytime hours. Thank you for your awareness.

**THANK YOU FOR YOUR UNDERSTANDING & COOPERATION! SEE YOU IN STOWE!**  
**COPY #1 -- GROUP LEADER/CHAPERONE: COMPLETE, SIGN & RETURN IN ADVANCE TO ROUND HEARTH MGMT**

**CONTRACT ACCEPTANCE FORM FOR CHURCH, HIGH SCHOOL, AND OTHER YOUTH GROUPS**

I, \_\_\_\_\_, have read the Round Hearth at Stowe Procedures, Policies, and Regulations Statement. I have reviewed the package with my group and have ensured their understanding and acceptance of the level of conduct and behavior expected of them.

I understand that I will be responsible for ensuring that my group, \_\_\_\_\_, will abide by and adhere to the stated procedures, policies, and regulations set forth while lodging at the Round Hearth or any other lodging property arranged for by the Round Hearth Tours service.

I further signify my understanding and acceptance of financial responsibility and obligation detailed in this package and my official Reservation Confirmation form. This acceptance also includes the payment penalty obligation, if any, incurred due a group trip cancellation within 10 weeks of our scheduled commencement date, due to group size shrinkage in excess of 10% as a result of cancellations within the stated 10 week deadline, and/or due to less than 40 paid persons (or 48 paid or 50 paid in the case of a 55/56 or 57 passenger coach) traveling on a motor coach reserved through Round Hearth Tours (for which a per person rate has been quoted).

I further understand that payment for any and all damage inflicted upon the Round Hearth at Stowe, any other lodge, or upon the personal property of any other lodge guests will be the full and undeniable responsibility of my group and, ultimately, myself.

Most importantly, I will ensure that my group will act in an adult and responsible manner at all times, thus not infringing upon the rights of other groups and/or individuals being hosted concurrently at the Round Hearth or any other lodge.

*IF APPLICABLE: I accept the responsibility of ensuring that my group will act in an adult and responsible manner at all times while traveling to, around, and/or from Stowe on any motor coach, or other vehicle chartered for your use in cooperation with the Round Hearth Tours service. Payment for any and all damage inflicted upon said vehicle(s) will be the full and undeniable responsibility of my group and, ultimately, myself.*



FOR GROUP LEADER TO COMPLETE: Ski Trip Dates: \_\_\_\_\_

\_\_\_\_\_  
NAME (Please type or print) Title / Position

\_\_\_\_\_  
SIGNATURE DATE



FOR ROUND HEARTH MANAGEMENT TO COMPLETE:

\_\_\_\_\_  
Grady & Merry Vigneau, Owners DATE  
Round Hearth at Stowe

**COPY #2 -- GROUP LEADER/CHAPERONE: KEEP THIS COPY FOR YOUR RECORDS!**

**CONTRACT ACCEPTANCE FORM FOR CHURCH, HIGH SCHOOL, AND OTHER YOUTH GROUPS**

I, \_\_\_\_\_, have read the Round Hearth at Stowe Procedures, Policies, and Regulations Statement. I have reviewed the package with my group and have ensured their understanding and acceptance of the level of conduct and behavior expected of them.

I understand that I will be responsible for ensuring that my group, \_\_\_\_\_, will abide by and adhere to the stated procedures, policies, and regulations set forth while lodging at the Round Hearth or any other lodging property arranged for by the Round Hearth Tours service.

I further signify my understanding and acceptance of financial responsibility and obligation detailed in this package and my official Reservation Confirmation form. This acceptance also includes the payment penalty obligation, if any, incurred due a group trip cancellation within 10 weeks of our scheduled commencement date, due to group size shrinkage in excess of 10% as a result of cancellations within the stated 10 week deadline, and/or due to less than 40 paid persons (or 48 paid or 50 paid in the case of a 55/56 or 57 passenger coach) traveling on a motor coach reserved through Round Hearth Tours (for which a per person rate has been quoted).

I further understand that payment for any and all damage inflicted upon the Round Hearth at Stowe, any other lodge, or upon the personal property of any other lodge guests will be the full and undeniable responsibility of my group and, ultimately, myself.

Most importantly, I will ensure that my group will act in an adult and responsible manner at all times, thus not infringing upon the rights of other groups and/or individuals being hosted concurrently at the Round Hearth or any other lodge.

*IF APPLICABLE: I accept the responsibility of ensuring that my group will act in an adult and responsible manner at all times while traveling to, around, and/or from Stowe on any motor coach, or other vehicle chartered for your use in cooperation with the Round Hearth Tours service. Payment for any and all damage inflicted upon said vehicle(s) will be the full and undeniable responsibility of my group and, ultimately, myself.*



FOR GROUP LEADER TO COMPLETE: *Ski Trip Dates:* \_\_\_\_\_

\_\_\_\_\_  
NAME (Please type or print) Title / Position

\_\_\_\_\_  
SIGNATURE DATE



FOR ROUND HEARTH MANAGEMENT TO COMPLETE:  
  
\_\_\_\_\_  
Grady & Merry Vigneau, Owners DATE  
Round Hearth at Stowe

# ROUND HEARTH TOURS TRANSPORTATION

## CONTRACT POLICY

IF YOUR GROUP IS USING BUS TRANSPORTATION ARRANGED BY US, THE FOLLOWING RULES AND REGULATIONS MUST BE FOLLOWED:

1. You must adhere to all regulations set forth by the bus company transporting you to Stowe. This includes all time spent boarding, riding on, or disembarking from the bus(es) supplied. These rules may address, but are not limited to:

- A) Eating, drinking, and smoking
- B) Stowage of luggage and ski equipment
- C) Movement about bus and conversation with driver
- D) General conduct and noise level

*Your driver should apprise you of all bus company regulations before you depart on your ski trip. IF NOT, Please request that the driver highlight his company's policies, food & drink regulations & safety procedures before you depart. Should you need to speak directly with your transportation company in advance, please call us. We can give you the appropriate phone number and contact name.*

2. Unless previously arranged, No person will be allowed to board the bus if he/she has not purchased a complete Round Hearth at Stowe vacation package, including bus, lodging & meals, and ski lift ticket.

3. All persons are expected to act in a responsible adult manner at all times. The Group Leader/Head Chaperone will be responsible for ensuring such conduct is forthcoming.

4. IN VERY RARE INSTANCES, at the discretion of the Round Hearth management or at the request of the contracted Bus Company, a bus damage deposit of up to \$25.00 pp may be requested. The damage deposit, if requested, must be received by Round Hearth management in advance of your group's scheduled date of pick up by the bus company. The deposit may be made in the form of money order, official organization check, bank check, or by Mastercard/Visa. Personal checks will not be accepted unless previously arranged.

5. Bus damage uncovered by a sufficient damage deposit must be paid for with an acceptable form of payment (see above) before any group member may disembark. If not, group will be sent home and organization will be billed for the balance due.

**TO ALL GROUP LEADERS:** *Our Bus Transportation partners are vitally important to our business and to you. Because of the nature of our business -- youth oriented -- we are offered very low charter rates which we then pass on to you and your group. The rates are available because of your cost concerns (which we highlight on your behalf!) -- and because of the great track record we and our groups have had over the last several years. We have a spotless record regarding damage or other inconsiderateness by Round Hearth groups! Obviously, if we do develop a record of problems, our transportation partners will either drop our business or raise our rates to make the service worthwhile in the face of expected problems to be caused by our groups. In either case, you - as well as we -- lose! Thanks for your great understanding and leadership! It benefits everyone!*

# POLICIES, PROCEDURES and EXPECTATIONS

## FOR

### CHURCH, SCHOOL, and YOUTH GROUPS

Thank you for choosing the Round Hearth at Stowe for your upcoming group ski vacation. The combination of Mount Mansfield, a truly great mountain, and our convenient location just 3.5 miles from the slopes makes your decision a very wise one. The Round Hearth offers a friendly and relaxed environment along with a complete and well-maintained physical plant. In addition, our 24 hour professional management ensures that a qualified staff member is always available to help out, answer questions, or solve any problems.

*Our rules are few, but important. They are designed to achieve only one goal:*

*To ensure that all guests (including your group!) have an enjoyable, predictable, and safe stay without infringing upon the rights of others sharing the building concurrently.*

*Major or repeated violations of any of our rules can, at management's discretion, result in the immediate removal of the offending individual(s) or group(s) from the premises. All costs incurred in transportation home or to another lodge, alternative lodging, communications, meals, or damage to the Round Hearth, other lodges, or buses are immediately and ultimately the full responsibility of the offending party(-ies) and the Group Leader / Head Chaperone. In the event of such an unlikely occurrence, No Refund on the Round Hearth or Round Hearth Tours fees will be forthcoming. Payment in full to the Round Hearth at Stowe is nevertheless still required.*

**All church, school or other youth groups must be sanctioned and sponsored by the appropriate Church, School or other recognized Organization.** All such groups must be officially chaperoned by church, school or organization officials or other adults so designated by the church, school, or organization. **WE REQUIRE a MINIMUM of 1 CHAPERONE FOR EVERY 10 STUDENTS unless otherwise agreed upon by Round Hearth Management, Round Hearth Tours, and the sponsoring organization.** Given our published policy of 1 complimentary package per 10 paid guests, this ratio should be one to which you can easily adhere.

As mentioned above, we want to ensure that all groups feel safe, comfortable, and can enjoy themselves while in Stowe. After all, that is what a vacation is all about! If you have any questions or concerns, please talk to us! If you have suggestions for improving our policies, facilities, and/or your overall experience, please tell us! If you are being bothered by another person or group while at the Round Hearth, let us know! Criticism, as long as it is constructive and can be acted upon, is important for us to hear. On the other hand, if we do things right, we also always enjoy and appreciate positive feedback.

## DETAILS ON MEDICAL ATTENTION & EMERGENCY SERVICES

### MEDICAL ATTENTION

In the event that a group member is injured while at Stowe, first notification should be made to the Stowe Ski Patrol. All patrol members are qualified professionals who are trained to handle any on-mountain emergencies and other situations. An initial analysis can be made by patrol members as well as identification of appropriate next steps. In the event of an emergency, the Stowe Mountain Resort or the Stowe Rescue Service will provide transportation to any medical clinic, hospital, or other facility deemed necessary.

If an injury is not deemed an emergency, on-mountain transportation may not be provided. In such an instance, please call the Round Hearth (253.7223) for assistance with and organization of transportation.

### NOTIFICATION OF A GROUP MEMBER'S INJURY WHILE AT THE STOWE SKI RESORT

Chaperones should regularly check the "chalk" message boards located at the base of each chair lift for information affecting their group (i.e.: injury notice, phone calls, etc.). The base lodge P.A. systems will also broadcast chaperone names, if needed.

In the event that a group member is injured or becomes ill or otherwise incapacitated while at the Round Hearth itself, immediate notification should be made to our lodge management. We can coordinate any steps or actions deemed necessary by you and/or ourselves. We will also contact emergency personnel or provide transportation ourselves as deemed appropriate for groups lodging with us at the Round Hearth.

*In all cases of injury or illness, please remember that we are always available for advice, assistance, and to help with transportation arrangements, if needed. Few situations are as frustrating as being far from home when injury, illness, or other problems occur. We recognize our responsibility in such cases and are always at the ready for you and your group members.*

**NEAREST MEDICAL CLINICS / STOWE URGENT CARE: 802.253.2211** Stowe Urgent Care is located in Baggy Knees Center at 394 Mountain Rd, approx. 7 miles from Stowe Mountain Resort & 3 miles from the Round Hearth.

**STOWE FAMILY PRACTICE: 802-253-4853** Stowe Family Practice is located on Mountain Road (Route 108) approximately 5.5 miles from Stowe Mountain Resort and 1.5 miles from the Round Hearth.

### NEAREST HOSPITAL / COPLEY HOSPITAL: 802-888-4231

Copley Hospital is located in Morrisville, VT. Morrisville is located 17 miles (30 minutes drive) north of Stowe Mtn Resort on Rte 100. Copley offers a full range of services & is very accommodating regarding services to area guests.

### OTHER HOSPITALS IN THE STOWE AREA

Two other major hospitals are located within one hour of Stowe. Fletcher-Allen Medical Center is located in Burlington, VT. Burlington is 1 Hour northwest of Stowe Mtn Resort on Interstate Route 89 (Exit 14 W). FAMC is associated with the University of Vermont Medical School and, as such, is one of the finest facilities in the northeast. Central VT Hospital is located in Berlin, VT. CVH is 45 minutes south of Stowe Mtn Resort on Interstate 89 (Exit 7).

### PAYMENT FOR MEDICAL SERVICES RENDERED

Many insurance programs are honored by one or more of the medical facilities listed above. However, because Stowe is a major resort area with many transient guests, not all programs are honored. Therefore, in all cases, please be prepared to pay for all services at the time they are rendered. Receipts will be provided for subsequent submission to an insurance carrier for reimbursement. Cash or major credit cards are always acceptable. *Please note, that in all cases, treatment for emergency services will always be provided.*

### EMERGENCY MEDICAL AND SUPPORT SERVICES IN AND AROUND STOWE

STOWE RESCUE SERVICE:	<b>EMERGENCY: DIAL 911</b>	
STOWE POLICE DEPARTMENT:	<b>EMERGENCY: DIAL 911</b>	Non-emergency: 253-7126
STOWE FIRE DEPARTMENT:	<b>EMERGENCY: DIAL 911</b>	Non-emergency: 253-4315
BURLINGTON, VT POISON CENTER:	1-802-658-3456	

# PAYMENT FOR GROUP TRIPS TO THE ROUND HEARTH at STOWE

## CONFIRMATION DEPOSITS

### **FIRST YEAR GROUPS ONLY (ie: NEW to the Round Hearth Lodge):**

- (1) **"GOOD FAITH" DEPOSIT:** WITHIN FIVE DAYS OF DATE of TELEPHONE/EMAIL BOOKING REQUEST: **\$100.00 NON-Refundable Deposit** required. Payment via MasterCard/VISA or by Organization Check.

### **APPLICABLE TO ALL GROUPS -- FIRST YEAR & REPEAT GROUPS:**

- (2-A) **"TRIP CONFIRMATION" DEPOSIT:** WITHIN FOUR WEEKS OF DATE OF TELEPHONE/EMAIL BOOKING REQUEST: \$1,500.00 NON-Refundable deposit for each multiple of 22-55 guests. Payment payable via official organization check, money order, bank check, or personal check (if previously arranged). Larger groups of 56-110 guests will require \$3,000.00 NON-Refundable Deposit. **This 2<sup>nd</sup> payment is REQUIRED as confirmation before any space at the Round Hearth Lodge can be guaranteed.** For groups smaller than 22 guests, smaller Non-refundable deposits may be negotiated with our Office Administration.
- (2-B) **"SELF-TRANSPORT" ALLOWANCE:** **If you are NOT employing bus transportation arranged via Round Hearth Ski Tours, you may reduce your 2<sup>nd</sup> deposit by \$500.00 per multiple of 22-55 guests.** Details regarding such deposits have already been established on *Reservation Confirmation* sheets sent to each group or individual requesting lodging and/or lift tickets and/or bus transportation.

FAILURE TO REMIT A DEPOSIT BY THE DEADLINE ESTABLISHED CAN RESULT IN CANCELLATION OF YOUR GROUP'S RESERVATION IF ANOTHER CONFIRMED BOOKING IS REGISTERED IN THE INTERIM. Please avoid such an unfortunate occurrence by adhering to the deadlines and amounts established.

## CONFIRMATION DEPOSIT REFUND POLICY

**Confirmation deposits are strictly NON-REFUNDABLE.** Furthermore, it is essential that they are remitted on a timely basis (as noted above) in adherence to the schedule indicated on your Confirmation Agreement.

## OUTSTANDING TRIP BALANCE

After all NON-refundable Confirmation Deposits are paid on a timely basis, the OUTSTANDING BALANCE of your BILL is payable in two installments.

**INSTALLMENT #1: "LODGING & MEALS DEPOSIT":** A deposit of \$100.00 per person is due 8 WEEKS PRIOR TO YOUR ARRIVAL at the Round Hearth (or as otherwise arranged). *MC/Visa payment req's prior approval.*

**INSTALLMENT #2: FINAL TRIP BALANCE:** The final balance for your trip is due upon arrival at the Round Hearth Lodge. This means payment for all lift tickets and any other extra meals, rentals, lessons, or other expenses agreed upon and reserved in advance. The amount due will be calculated upon the exact number (allowing for comps) for which reservations have been made at the Round Hearth Lodge. Both Installment Payments must be made by official organization check, money order, or bank check. Personal checks are accepted, provided advance clearance with our Administrative Office. *MC/Visa payment requires prior approval.*

**IF YOU HAVE ANY LAST MINUTE CANCELLATIONS, YOU ARE STILL REQUIRED TO PAY LODGING COSTS FOR EACH CANCELLATION.** (See **Late Cancellations Charge Policy** later in this section for more complete definition of your responsibility.) Please let us know about cancellations in advance. If we can resell the spaces to other groups, we can save you the cancellation payment penalty.

**GUARANTEED GROUP SIZE POLICY:** Your final guaranteed group total is locked in at the TEN WEEK DATE PRIOR to your scheduled arrival date. If your actual number of guests falls short of your official reservation number by more than 10%, you will be required to pay a cancellation fee on each "BED" in question. Charges will be levied only on Lodging & Meals charges and "empty" bus seats (under 40 or 48 paid) as appropriate.

## LATE CANCELLATIONS CHARGE POLICY

At ten (10) weeks out from your reserved arrival date in Stowe, your current number of beds booked becomes implicitly official and your guarantee to us. If your guaranteed number changes up or down, you must call us

immediately. In some cases, even with less than 10 weeks left until your trip, we can accommodate your changes by working with another group or offering more space to an already concurrently booked group.

PLEASE NOTE THAT WE CONSIDER A FULL 47 passenger BUS TO BE 40 PAID GUESTS. Four additional complimentary packages brings the total for a full bus to 44 persons. Buses carry a maximum 47 passengers. **NOTE: Should you reserve a 55, 56 or 57 passenger bus, your "Full Bus" minimums are adjusted to 48 pd (w/ 4 add'l comps) on a 55-57 passenger bus. 50 PAID guests on a 55, 56, or 57 passenger bus earns you 5 additional comps.**

**EXAMPLE:** You officially reserve 47 spots (1 full 47 passenger bus) with no change at 10 weeks prior to your trip. As stated, your official number of guests used for calculation of cancellation penalty is set at 40 paid (plus 4 free comps). **If you arrive with at least 40 paid persons** (instead of 43), you will pay no cancellation penalty. **If you arrive with only 36 paid guests (i.e.: 39 total)**, you will still be exempt from a Lodging & Meals penalty payment. A 10% drop from 40 paid is 36 paid. You will, however, lose one comp package (receiving credit for only 3 comps). If applicable (i.e.: you have reserved bus transportation with us / please see below), you will also have to pay for 4 empty bus seats, given that a minimum of 40 paid seats is required to hold the quoted pp rates. If you arrive with only 30 paid guests (i.e.: 33 total), you will incur a Lodging & Meals penalty for 6 cancellations:  $([40 \text{ pd} * 90\%] - 30 \text{ pd} = 6)$ . If applicable, you will also be charged for 10 empty bus seats. *Also, keep in mind that you will also be credited with only 3 complimentary packages.*

### **MINIMUM PAID GUESTS REQUIRED TO HOLD SKI/RIDE VACATION PRICE QUOTES**

In all cases, if you reserve bus transportation through us, paying a per person rate, YOU MUST PAY FOR A MINIMUM OF 40 BUS SEATS. If reserving a 55, 56, or 57 passenger bus, you must pay for a MINIMUM of 48 SEATS. 50 paid guests earns you an additional 5 complimentary packages!

Depending upon your chosen bus capacity, all of our published complete vacation package (lodging, meals, lift tickets, bus, transfers) prices are based on a minimum of 40 paid persons (plus 4 additional comps), 48 paid persons (plus 4 additional comps) or 50 paid persons (plus 5 additional comps). Should you have fewer than required minimum number of paid guests on your trip and the bus, you must pay the per seat charge for each empty seat under the minimum required paid.

**EXAMPLE #1:** You travel with 33 guests total on a **47 passenger bus**. 30 guests are paid and 3 additional guests receive complete comp packages. However, with only 30 paid, you must pay for 10 empty seats  $(40-30 = 10)$  irrespective of your comp packages.

**EXAMPLE #2:** You travel with 44 guests total on a **55 passenger bus**. 40 guests are paid and 4 additional guests receive complete comp packages. However, with only 40 paid, you must pay for 8 empty seats  $(48-40 = 8)$  irrespective of your comp packages.

### **CASH DAMAGE DEPOSIT**

**Every group is required to present a CASH damage deposit upon arrival at the Round Hearth.** The appropriate amount is \$10.00 per group member. Adult chaperones are not required to submit a damage deposit for themselves. The Damage Deposit should be collected by the Group Leader / Head Chaperone before arrival at the Round Hearth and presented in one payment upon arrival. The deposit will be returned intact upon the group's departure minus the cost of any damage or defacement (including graffiti), accidental or intentional, caused by any group member. *Group leaders: please advise your group members that they are responsible for any and all damages caused by one or more group members, whether accidental or intentional.*

The Damage Deposit Policy is intended to place financial responsibility upon the group as a whole for any damage or defacement done to our property. We ask specifically for CASH DIRECTLY FROM YOUR GROUP MEMBERS to reinforce the awareness of responsibility of each and every member of the group. As you may imagine, an organization check or credit card does not hold the same impact for the young people on the trip. Please note that we rarely have any problems with damage or defacement by any groups. The deposit is typically returned intact after a complete room and building check by Round Hearth management (accompanied by the Group Leader) on the morning of check out by your group.

**EXCEPTION:** If damages have occurred AND if by the time of check out, we have not been able to calculate the cost of damages, we reserve the right to keep the entire damage deposit. As soon as we can have a professional contractor ascertain the cost of repairs (usually during working hours Monday through Friday), we will send a check covering the balance of unused damage deposits.

*To ease any concerns about pre-existing damages, we encourage group leaders to ask for and join our management on a pre-check in tour of rooms to ascertain such damages, if any.*

## **NO SNOW FACTOR**

All advance Confirmation Deposits will be fully refunded if the Stowe Mountain Resort Ski Area is officially closed prior to your arrival date due to the lack of snow. Should you decide to travel to Stowe in hopes that the Mountain will open, refunds will be made only on lift ticket purchases. Payment in full for lodging and meals as well as bus transportation, if applicable, are required. *Please note that the above described situation has never arisen! Modern snow making equipment ensures great skiing from Thanksgiving until late April each year.*

Note also that the NO SNOW FACTOR applies to just that: An officially closed ski resort due to lack of snow. Other unforeseen closures of the ski area (i.e.: heavy snow storms, power outages) are not justification for refunds either prior to or after your arrival. **Decisions regarding the safe passage of buses reserved through Round Hearth Tours are left to the bus company operators. They are the professionals and understand road conditions and their bus capabilities most clearly. Excessively slow travel required by storms or other natural occurrences does not constitute a valid reason for a trip cancellation.**

## **TIPS AND GRATUITIES POLICY**

No additional tip or gratuity is required of any of our groups. However, our fine Round Hearth at Stowe Lodge staff takes great pride in providing you and all groups with a clean, comfortable facility and delicious home cooked meals. Should you wish to confer your appreciation, we suggest a \$1.00 to \$3.00 per group member amount, depending upon the length of your stay with us.

## **OTHER IMPORTANT PLANNING INFORMATION, INCLUDING FOR SKI/SNOWBOARD RENTALS & LESSONS**

### **GROUP MEMBER REGISTRATION LIST AND ROOM ASSIGNMENT**

Please prepare for our files a complete name and address list, making sure to include each group member and adult leader of your group. *This name and address list is required by the state of Vermont.*

Two weeks prior to your intended date of arrival, please let us know the exact number of male and female group members and chaperones who will be staying at the Round Hearth. We, in turn, will give you a list of rooms (with number of male or female beds in each) reserved for your group. Please establish rooming assignments in advance of your arrival so that check-in will proceed smoothly and quickly.

Regarding adult chaperone room assignments, please keep in mind that the Round Hearth is a "kids" place. As such, adults do have to make compromises. We typically do not have private rooms available for couples. Typically, adults are asked to share rooms with other adults (often from another group who is concurrently booked) in one of two wings separate from the student dorm wings.

### **DIRECTIONS FOR BUS PICK UP LOCATION AND DEPARTURE TIME (If applicable)**

At least two weeks prior to your scheduled departure date, you must relay to us your intended time of departure, your pick up location, and complete accurate directions to that established point of departure. We must have the pick up time and directions early so that our bus company can make scheduling decisions that will best serve you and your group members. *ALSO, if you are a returning group AND have a preferred driver from past years, let us know ASAP so we can request him/her for your trip! No guarantees, but we will do our best!*

### **ONCE IN STOWE --GROUP DROP OFF AT STOWE MOUNTAIN RESORT**

Due to major construction at the base of Spruce Peak, for 2006-07 Season, ALL GROUP BUSES are being asked to disembark at the Mansfield Parking Lot (opposite side of road from Spruce Peak). If you wish to establish your group's "central HQ" or "base of group operations" at Spruce Peak, you can certainly do so. For '06-07, you will be required to travel from Mansfield to Spruce Base via the NEW TRANSFER LIFT that features several "mini-tram" cars with a projected capacity of 10 guests each.

♦ **IF YOU ARE GOING TO SET UP YOUR "CENTER of GROUP OPERATIONS" AT SPRUCE BASE**, the Mansfield Parking attendants will direct your bus to the drop off lot adjacent to the Transfer Lift.

--Please note that, due to construction, Spruce Peak Lodges will actually be comprised of a large tent structure and several stand-alone temporary buildings. The "old" Spruce Lodge has been removed!

♦ **IF YOU ARE GOING TO SET UP YOUR "CENTER of GROUP OPERATIONS" at MANSFIELD BASE**, you will be directed down to the general bus parking area located to the far left side of the Mansfield Base Lot opposite the Mansfield Base Lodge itself.

### **SKI EQUIPMENT RENTALS RESERVATIONS & PICK-UP**

To ensure convenience, efficiency, and consistency in reserving ski rental equipment and/or group ski lesson vouchers, we prefer to have "ballpark" numbers at least five days in advance of your scheduled arrival date.

### **SKI EQUIPMENT RENTALS REQUEST & CONFIRMATION PROCEDURE**

Stowe Mountain Resort Equipment Reservation process is completely computerized. As such, Rental Request process in summary is as follows:

- ♦ Round Hearth Dir of Op's will email (as attachment) or fax one copy of rental request agreement to Group Ldr.
- ♦ Completed Rental Forms must be returned via email ([darleenh@roundhearth.com](mailto:darleenh@roundhearth.com)) or by fax (802-253-2023) directly to Round Hearth at least 3 DAYS prior to your group arrival date.
  - Failure to return forms on timely basis will likely result in significant delays at the SMR Rental Shops!
- ♦ Actual paper rental vouchers will be presented to group leader at Round Hearth along with lift tickets, etc.
- ♦ SMR Rental Shops will print out your group's rental request forms in advance & will be prepared for your group.

### **IMPORTANT NOTE REGARDING EQUIPMENT RENTALS: FITTING, PICK-UP, & RETURN**

♦ IF YOUR "CENTER of GROUP OPERATIONS" will be at SPRUCE BASE, ALL RENTERS should take the TRANSFER LIFT over to SPRUCE BASE where ALL RENTALS will be arranged.

--At the end of your stay, return ALL rental equipment to the Spruce Base Rental Shop!

♦ IF YOUR "CENTER of GROUP OPERATIONS" will be at MANSFIELD BASE OR at the MIDWAY LODGE (Under the Gondola), ALL RENTERS should remain on the Mansfield side of the Resort and RENT from the Rental Shop, located on the ground floor of the MANSFIELD BASE LODGE.

--At the end of your stay, return ALL rental equipment to the Mansfield Base Rental Shop!

SKI/SNOWBOARD Rentals are typically available by 8am on the morning of your first day of skiing. Rentals can be picked up at either Mansfield Base Lodge or the Spruce Base Lodge. **PLEASE REFER TO NOTE BELOW.**

**(1) A designated Chaperone(s) must accompany renters to the Rental Shop.** Adult must (a) present a credit card-see below and (b) sign each form as "consenting adult". (2) Renters must have previously filled out a rental agreement & returned it via email or by fax to Round Hearth Management at least 3 days in advance of group's arrival date in Stowe. (In "emergency", forms will be available the night before at the Round Hearth). (3) Renters MUST have a Rental Voucher in their possession & present it to the Rental Shop attendant before being issued equipment. (4) Rentals must be returned to the same location as pick-up immediately after the final day of skiing.

### **ROUND HEARTH MANAGEMENT SUPPORT:**

If requested, a Round Hearth representative will also accompany you to the rental shop & to the ski lesson windows to help smooth out "first morning" rental/lesson procedures & to offer overall guidance.

### **IMPORTANT NOTE FOR ALL GROUPS UTILIZING OUR EQUIPMENT RENTAL SERVICE:**

Our rental agreement with the Stowe Mountain Resort affords you very competitive prices on high quality equipment and the ultimate in convenience. As noted above, Equipment pick up & return is done at the Base Lodges themselves. However, the S.M.R. must also protect its investment in it's fine equipment.

**AS SUCH, A CREDIT CARD IMPRINT FROM ONE GROUP LEADER IS REQUIRED AT THE TIME YOUR GROUP RENTALS ARE FITTED AND CHECKED OUT.** The imprint is simply a protection for the S.M.R. against theft or other loss. *Please note that, in 10 years of working with the Resort, not one credit card has been charged for any theft or other loss!* Nevertheless, always encourage your group members to be very cautious with their equipment, especially when putting it in ski or snowboard racks at the Mountain while eating lunch or resting. Theft must always be a concern when expensive equipment is involved and such equipment is placed in public areas. Snowboards, in particular, have always been at high risk.

### **DAMAGE INSURANCE:**

*Please note that Renters' payment for ski/snowboard rentals covers the rental cost only. As such, damage to skis/snowboards is the responsibility of the renter. Damage insurance can be purchased directly by Renters. **The damage insurance fee (in past years) has been \$4.00 per rental.** It is projected to remain the same. Payment of the Damage Insurance fee is made by the Renter when he/she presents the rental voucher at the Stowe Ski Resort rental shop for fitting and pick up of skis/snowboard. Our management will not collect Damage Insurance fees.*

### **SKI/SNOWBOARD HELMET RENTALS:**

*Helmet rentals are a GREAT idea! We cannot quote you rates or offer rental vouchers for them. Stowe Mountain Resort should be contacted directly regarding availability and cost of Helmet rentals! Typically, rental helmets can be picked up when being fitted for rental skis or snowboards.*

### **GROUP SKI LESSON RESERVATION & SCHEDULING**

Lessons begin promptly each morning & afternoon. Morning lessons are scheduled for 10:00am. Afternoon lessons are scheduled for 1:00pm. Lessons takers should arrive 20 minutes in advance of the lesson start time. Lesson takers should check-in at the Spruce Peak Ski School counter and present their lesson voucher(s). Group leaders are given the lesson vouchers by Round Hearth management along with lift tickets.

*Note: At present, the location of the Ski School Desk is undetermined (due to Spruce Peak construction). Most likely, the Group Lesson Desk will remain at Spruce, but please understand that unexpected changes may and will occur. Thank you for your understanding and patience!*

## **FOR ALL ROUND HEARTH AT STOWE GUESTS: IMPORTANT POLICIES, PROCEDURES & TIMES TO REMEMBER**

### **ROUND HEARTH NO SMOKING POLICY**

**The Round Hearth at Stowe is a 100% SMOKE FREE environment.** As such, smoking is expressly prohibited in all areas of the building. We will strictly enforce this policy. We are enforcing NO SMOKING for the safety, health, and comfort of all of our guests. We ask that you support us completely. VERY IMPORTANTLY, any student or other guest who alters his/her room or other area by disconnecting a smoke alarm will be required to leave. You as group leader will be responsible for arranging such departure. No refunds will be forthcoming. Compromising our building's fire safety system is a major offense. We will not allow any individual to put our other fine guests in any jeopardy.

If you do allow smoking by your group members, the ONLY permissible location is out behind our hot tub deck. We have created a small smoking corral with seating available. **UNDER NO CIRCUMSTANCES DO WE PERMIT SMOKING OUT BY THE MAIN ENTRANCE OR FRONT YARD OF THE ROUND HEARTH.** Please help us enforce this important policy to help with our primary guest comfort level, facility cleanliness & overall appearance. Thank you.

**❖ NO LIFT TICKET INJURY REFUNDS ARE PROVIDED BY THE STOWE MOUNTAIN RESORT. ❖**

***Once a group rate lift ticket is purchased (i.e.: "sticky" back peeled off), NO refunds, including for injuries while skiing will be forthcoming. The current Stowe Mtn Resort NO REFUND policy is straightforward & strict.***

### **GROUP ARRIVAL AND CHECKOUT TIMES AND POLICIES**

Check in is always after 4:00 pm (unless otherwise planned in advance).. An estimated arrival time should be established in advance. If significant delays arise, you should **please call the Round Hearth Lodge directly at 802.253.7223** to advise so that we can be better prepared to greet you when you do arrive.

**UPON ARRIVAL AT THE ROUND HEARTH at STOWE**, group leaders should leave their bus/vans & enter the Lodge to alert management to their group's arrival. Unless, otherwise planned, our Round Hearth Director of Operations or other assigned management staff will board the bus to present a brief welcome and orientation speech to your group. Van travelers will be instructed to join us inside for an orientation. Upon orderly entering the Round Hearth (with baggage, etc.), group members should sit at dining tables to receive rooming assignments. A Round Hearth staff member will escort each group of roommates to their rooms.

Check out time is immediately following breakfast on the day of your scheduled departure. NOTE THAT CHECK OUT IN THE MORNING BEFORE SKIING (BY 9:00 am) IS FINAL. Unless otherwise arranged in advance, we cannot allow your group to leave belongings in the Round Hearth or to return to the Round Hearth after skiing for showers or cleanup. We recognize that this policy may cause some inconvenience. **However, remember that we are similar to all other hotels in that we have an entirely new group of up to 150 persons checking in after 4:00 pm.** They, as do you, have every right to expect a properly cleaned and prepared facility upon arrival.

Prior to departure, the Group Leader and our Round Hearth Director of Operations will inspect each room and public areas to ensure that no damage has occurred and that all has been left in similar condition to when your group arrived. Your group's damage deposit will be returned intact when our Director of Operations has ensued that no damages have occurred (or after settlement of any such damages).

Our Director of Operatoins will also inspect each room to ensure that no unnecessary or unusual messiness or *trashing* has occurred. If such a situation has occurred, we do ask that the Group Leader work with his/her group to rectify the situation. Please note, we are not asking you to clean the rooms. We simply want to ensure that no unnecessary problems or disrespect have occurred.

*Prior to departure, we do ask that your group members please strip their beds and bring down to our first floor all sheets & pillow cases and deposit them in an area so designated for drop off. Quilts, blankets, mattress pads, and pillows should*

be left on the bunk beds. We ask for and sincerely thank you for your cooperation in this regard. By so doing, we can keep our housekeeping expenses lower -- and, ultimately, your vacation package costs!

## **MEALS**

**Breakfast served 7:00 am – 8:00 am.** On busy days, groups will be asked to eat in shifts (approx. 7:00, 7:20, 7:40 am).  
**Dinner served 5:30 pm - 6:30 pm.** On busy days, groups will be asked to eat in shifts (approx. 5:30, 5:50, 6:10 pm).  
Groups choosing to attend Church service on Saturday at 5:30 pm will eat at approximately 6:30 pm. Vegetarians always have appropriate options available to them.

*Groups who have individuals with special dietary restrictions should advise Round Hearth management of such restrictions in advance of arrival. We will do our best to accommodate all persons. We cannot guarantee availability of "specialty" diets.*

## **PERSONAL OUTGOING AND INCOMING PHONE CALLS**

All outgoing phone calls must be made from the pay phone located in the foyer which serves as the Round Hearth's main entrance. Our business line is not available for any calls, except for emergencies.

Persons calling for guests staying at the Round Hearth will be informed that a message can be taken. All messages taken will be immediately given to the guest's group leader for delivery or posted on our "Guest Information" Bulletin Board located by our public bathrooms. Due to the large volume of incoming calls and the fact that our phones are our "lifelines", we cannot track down individuals or allow persons to talk on our incoming phone lines. True emergency calls, of course, will be dealt with appropriately & professionally.

NOTE: Our Toll-Free 1.800 phone line is used only for group reservations inquiries and follow-up. All calls directed to individuals staying at the Round Hearth should placed over our DIRECT Facility line: 802.253.7223.

## **ROUND HEARTH TOURS BUS TRANSFERS TO/FROM MOUNTAIN**

Normal departure time from the Round Hearth to the Stowe Mountain Resort is 7:30 am - 8:30 am.  
Normal return time from the Stowe Mountain Resort to the Round Hearth is 4:00 pm – 4:45 pm.

## **ROUND HEARTH BUILDING SECURITY AND DOOR LOCKING POLICY**

We take great pride in the security, safety, and comfort of all our guests. We strive to create an environment that is consistent and predictable from day to day. Our fine staff -- in cooperation with all of our great groups -- have succeeded in doing so very well over the last eight years.

Major policies, many of which are detailed further in other sections of this package, are all focused on providing your group with a safe, secure environment. As a major example, when you visit with us, you will find only other organization-sponsored and adult-chaperoned groups sharing the building with you. We do not mix youth/family groups with college/adult groups or individuals. *In fact, typically, we do NOT work with college groups or allow individuals access to our accommodations.* To us, your peace of mind is more important than the ability to book an additional room.

All student and chaperone rooms are equipped with locking door knobs (lockable by key from the outside as well as lockable from inside the room). It is our intent that guest rooms can be secured during key times during your stay with us: before your arrival, during the day while you are skiing, including prior to your return from the ski slopes, and during evening activities (i.e.: while at the movies, shopping, or even during our DJ Dances).

VERY IMPORTANTLY, however, we will provide only two Master Keys per group (one key for boys' dorm rooms and one key for girls' dorm rooms) and require that ONLY adult group leaders have access to the keys. As such, we can control the whereabouts of all keys. More importantly, you and your fellow chaperones can control the security of your group's rooms. You can decide when rooms should be locked. If group members need to have doors unlocked, we ask that you or one of your male/female chaperones go up into the dorm rooms to do so. PLEASE DO NOT GIVE KEYS WITH STUDENTS UNDER ANY CIRCUMSTANCES.

While initially some inconvenience may arise (i.e.: going up and downstairs), we must insist that only chaperones have access to keys presented to them. Overall, given your presence at key times in the dorm will greatly help with behavior and general decorum in the dorm wings. Our Director of Operations will benefit from the implicit

support you are thus providing. As mentioned, given your exclusive control of the keys, you will have the opportunity to lay out your own policies for locking and securing of rooms.

*If approved by you, we can offer an "individual room" key checkout policy managed by our front desk staff. As such, a key can be checked out, but must be returned within 5 minutes. The key will open only a specific room.*

#### **VALUABLES POLICY**

Despite our awareness of and concern for security, it is the policy of the Round Hearth that NO valuables should be brought into or left at the lodge. The building is routinely shared by as many as 150 guests. Furthermore, despite locking doorknobs on guest rooms, mistakes by guests can be made (i.e.: forgetting to lock, leaving doors ajar, etc.).

Group Leaders / Head Chaperones may organize a "valuables bag" which can be secured, labeled, and stored in the Round Hearth Director of Operations' office. However, management will neither collect nor distribute valuables at any time during a group's stay at the lodge. Upon request, we'll return the bag to the Leader.

**Round Hearth Tours & Round Hearth at Stowe management assume NO liability for lost or stolen articles under any circumstances.** However, please be assured that we will do everything within our power to avoid or solve problems that arise. We ask that you do the same by alerting your group to our facility set-up and by requesting that they leave at home unnecessary valuables and clothing.

Regarding amounts of money to be brought on a ski trip, we suggest just enough for two meals (en route and home from Stowe), daily lunch money, and a small amount for snacks, video games, and, perhaps a souvenir t-shirt, ski hat, gloves or other item. A total of between \$50.00 - \$75.00 per person is sufficient.

#### **ROUND HEARTH STAFF NIGHT TIME DORM ROUNDS**

Both dorms are checked periodically every night from 8:00 pm - 11:00 pm. Beginning at 11:00 pm each evening, both dorms are patrolled at least every 20 minutes continuously throughout the evening and early morning hours. During early morning hours, (after 1:30 am), check frequency will be on an *as needed basis*.

#### **NIGHT TIME CURFEWS**

We diligently enforce our quiet hour designations (See Page 13). We will work with you on any "alternate" curfew you may wish to establish for your group. **Our Night Manager will assist YOU in monitoring any of your group members who choose to stay up QUIETLY from Midnight until 1:00 am.** At 1:00 am, our Night Manager is required to ask you or your designated chaperone(s) to "shepherd" your group members to bed quietly or FULLY SUPERVISE them until they choose to go to bed. Please inform your group of this policy and the fact that you or another adult will be awake for the entire time during which they choose to stay up past Midnight. *We are of the opinion that, on a ski trip, sleep is very important. A rested skier will have more stamina and is less likely to suffer from fatigue and injury.*

#### **LINEN SERVICE**

We provide one set of sheets, one blanket, and ONE PILLOW per bed.

#### **NO TOWELS ARE PROVIDED OR AVAILABLE FOR USE AT THE ROUND HEARTH.**

Guests should pack 1-2 towels to bring on their ski & ride trip. For Hot Tub use, a 3<sup>rd</sup> towel is strongly recommended. A group's towels may be dried in our lodge dryer at \$2.00 per load. We do **NOT** have "rental" towels available. NOTE: Other guest clothing cannot be dried in our dryer. We apologize for any inconvenience.

#### **HOT TUB ETIQUETTE**

Vermont state regulations restrict tub use to six (6) persons per tub at any one time. Furthermore, the maximum allowed soaking time is 15 minutes. Extended stays can be hazardous to one's health.

UNDER NO CIRCUMSTANCES SHOULD PREGNANT WOMEN OR PERSONS SUFFERING FROM HIGH BLOOD PRESSURE SUBMERSE THEMSELVES IN A HOT TUB. A list of rules (as required by the state of Vermont) is posted in clear view on the hot tub deck at the Round Hearth. Please make certain that each group member choosing to enjoy the hot tubs reads the rules prior to using the tubs.

Additionally, bathing suits are required. No soap or shampoo is permitted. No eating, drinking, or smoking is permitted. IF GLASS IS DISCOVERED ON THE DECK, THE TUBS WILL BE SHUT DOWN IMMEDIATELY AND DRAINED AS A PRECAUTIONARY MEASURE TO ENSURE THAT NO GLASS HAS GOTTEN INTO EITHER TUB. The bottom line is that the tubs will effectively be closed for at least one and possibly two days.

**No radios or other electrical appliances of any type are permitted on the hot tubs deck. No running or jumping on the deck or in the tubs is permitted. NO DIVING is permitted.**

Upon leaving the tubs, users should towel off outside or immediately inside the hot tub access door. Furthermore, if one group is monopolizing the hot tubs, Round Hearth management reserves the right to establish equal and fair group use times for all groups staying at the Round Hearth.

### **SKI STORAGE**

Skis and poles may be left on your group's bus. If not, all equipment (skis, snowboards, ski poles) must be stored in the Lodge's guest ski room that is accessed from the outside of Lodge at the far left front of the building. No skis or poles are allowed in any other areas of the facility. The Ski Room is locked at night, but should not be considered fully secure.

### **SKI BOOTS**

Ski boots are NEVER allowed to be worn inside the Round Hearth building. Boots should always be carried upstairs to the bedrooms. Upon departure for skiing, boots must not be put on until reaching the ski slopes. *Individual bus drivers may permit boots on the bus, but normal policies do not allow so for reasons of safety.* Our boot policy is derived from both a need for safety (boots are unstable and slippery) and protection of the building (boots do serious damage to rugs, floors, stairs, and furniture due to their hard plastic construction).

### **STORAGE OF BOOTS AND OTHER CLOTHING**

Boots, gloves, etc. are not to be placed around the Hearth to dry. If done so, they will be in imminent danger of being burned by hot cinders or sparks. Also, boots and clothing laying around the Hearth make for a very messy environment & take away from the ambiance of "hanging out" around the hearth. *Drying hooks are provided at the end of each dorm hallway for the express purpose of hanging & drying of wet clothing.* **NOTE: CLOTHING and/or BOOTS left unattended anywhere in the building are likely to be removed & stored until the following morning.**

### **SKI TUNING ROOM**

Generally open from 6:30pm-8:30pm, by request only. We reserve the right to require adult leader supervision.

### **ROUND HEARTH RETAIL GIFT SHOP**

We offer for sale items and gifts such as ski hats, gloves, glove liners, "hot hands", "hot feet", t-shirts, goggles, sunglasses, batteries, and various toiletries such as toothbrushes, toothpaste, etc. Our vending machines dispense candy, soft drinks, chips, and other sundry items.

### **FEATURE DVD FILMS**

Library of films available upon request at our Director of Operations' desk. Often, we will provide an pre-established evening schedule of films (and their showtimes) to be viewed in the Mansfield Room. No movies will be shown rated over "G" or "PG". **NOTE: We will NOT show movies - or play CD's - brought by guests unless approved by our Lodge Management and all other Group Leaders.**

### **LIVE DJ DANCES**

Dances, featuring professional DJ's, are scheduled for most Saturday nights & often on other evenings throughout the week. Dances are generally held from 7:30 pm until 10:30 pm. Our DJ's are specifically instructed NOT to play offensive songs or CD's. Guests may provide CD's, but the same limitations on appropriateness will apply.

## **POLICIES, REGULATIONS, AND STANDARDS OF BEHAVIOR FOR ALL GUESTS OF The ROUND HEARTH at STOWE & ROUND HEARTH SKI TOURS**

1. All persons lodging at the Round Hearth must arrive on a Round Hearth Tours sponsored bus or via other transportation officially recognized by the Group Leader / Head Chaperone. Any such alternative transportation must be communicated to Round Hearth management. *Examples of unauthorized transportation include students driving up in private cars with no adult supervision or students booking in at other lodges and trying to visit guests at the Round Hearth.* Unauthorized persons will be barred from entering the Round Hearth and will be prosecuted as unlawful trespassers if they try to enter at any other time. For the safety of your group members, we ask your full cooperation. In an effort to avoid such problems, it is helpful for us to have on file your complete trip name and address list.
2. Upon arrival, **NO GROUP MEMBERS WILL DISEMBARK FROM BUSES UNTIL R.H. MANAGEMENT HAS MET WITH LEADERS AND SUBSEQUENTLY ADDRESSED YOUR GROUP.** Skis and poles will then be stored in our ski storage room -- or left on bus - before entering lodge. Once inside lodge, group members will assemble to allow orderly and efficient (and quiet!) assignment of rooms. Rooming assignments should be established by the group leader in advance of arrival. Boots will be carried upstairs to dorm rooms upon assignment of rooms.
3. **NO SMOKING IS ALLOWED IN THE ROUND HEARTH.** If a guest must smoke, he/she is allowed to do so only in a designated "Smoking Corral" out behind our hot tub deck. **ABSOLUTELY NO SMOKING** is allowed at the building's **MAIN ENTRANCE**, in **FRONT** of the Round Hearth nor on the hot tub deck.
4. **NO ILLEGAL DRUGS OR OTHER CONTROLLED SUBSTANCES ARE TOLERATED INSIDE THE ROUND HEARTH, ON OUR GROUNDS, OR IN ANY VEHICLE ON OUR PROPERTY.** A single violation of this rule will result in the immediate removal of the offending person(s) or group(s) from the social environment of the Round Hearth, by you as group leader or by the Stowe Police Department (if you refuse). **No questions will be asked and no refunds will be forthcoming. At our discretion, the requested action may range from the offending party being placed in "confinement" in the group leader's room to actual removal from the Round Hearth's premises. All expenses incurred in removal are the responsibility of the offending party(ies) and/or you as group leader.**
5. **NO ALCOHOL IS TOLERATED INSIDE THE ROUND HEARTH, ON OUR GROUNDS, OR IN ANY VEHICLE ON OUR PROPERTY.** A single violation of this rule will result in the immediate removal of the offending person(s) or group(s) from the social environment of the Round Hearth, by you as group leader or by the Stowe Police Department (if you refuse). **No questions will be asked and no refunds will be forthcoming. At our discretion, the requested action may range from the offending party being placed in "confinement" in the group leader's room to actual removal from the Round Hearth's premises. All expenses incurred in removal are the responsibility of the offending party(ies) and/or you as Group Leader.**
6. **NO EATING OR DRINKING OF MEALS ON OUR SECOND FLOOR IS ALLOWED.** NO eating or drinking is allowed at all on our hot tub deck or in our hot tubs. NO eating or drinking is allowed at all in our TV Room. Snacks only are permissible in our second floor dorm rooms.
7. **GUESTS ARE PROHIBITED FROM ENTERING OUR KITCHEN, MEAL SERVING OR CLEAN UP AREAS, OUR FRONT DESK AREA, OUR STAFF QUARTERS & PRIVATE LIVING QUARTERS (Including private yards or other outdoor spaces), OR OTHER AREAS OF OUR BUILDING SO DESIGNATED FOR STAFF ONLY.** Please abide by these requests for the safety of all in the building.

8. NO BOYS IN GIRLS' DORM. NO GIRLS IN BOYS' DORM. This policy is in effect to ensure that all guests have a safe, comfortable stay. Do not let your group members embarrass themselves or others by violating this mandate, whether in perceived "good fun" or otherwise. No one wants to bear the burden of a young woman or man being hurt emotionally or physically as a result of poor judgment.

9. NO GROUP MEMBERS MAY LEAVE THE ROUND HEARTH LODGE property at any time without prior notice to, approval of, and accompaniment by adult leadership. If so, please notify our management as to your group's approved plans.

Our outside doors are locked NO LATER than 11:00 pm. All group members should be inside the building at this time. IF GROUP MEMBERS ARE OUTSIDE IN THE EVENING, RESPECT FOR NEIGHBORING LODGES AND HOMES MUST ALWAYS BE SHOWN. Please do not shout or scream or throw snowballs at passing automobiles, pedestrians or nearby lodges & homes. Groups lacking such proper respect will be asked to come inside. We ask for your support on this matter.

10. ROUND HEARTH LODGE BUILDING QUIET HOURS MUST BE OBSERVED AT ALL TIMES. The hours are:

Hot Tub Deck: Open at 4:00 pm / Closed at 10:00 pm. No exceptions are permitted.  
2nd Floor Dorm Wings: Quiet at all times. Enforced after 10:30 pm. Lights out by 11:30 pm.  
Mansfield Room (Conference/TV): Closed at Midnight. Quiet area at all times. Closed if reserved.  
Main Lodge Floor (incl. Game Rm): Wind down at 11:30 pm. Quiet by midnight.

11. NO PORTABLE STEREOs, BOOM BOXES, ETC. ARE ALLOWED IN THE BUILDING AT ANY TIME. Due to the shared group nature of our building, all music and other amplified entertainment will be within the complete control of Round Hearth management. We do encourage groups to bring their own musical selections (as long as in good taste) for which we will make time to play on our stereo system.

12. ALL GUESTS MUST LEAVE THE ROUND HEARTH FOR SKIING AT STOWE MOUNTAIN RESORT BY 9:00 AM. unless previous arrangements have been made. *To ensure a full exciting day of skiing, we encourage departure from the Round Hearth by no later than 8:30 am.*

13. NO GUESTS MAY RETURN TO THE ROUND HEARTH LODGE PRIOR TO 4:00 PM unless prior arrangements have been made (and only if adult supervision is present).

14. AT ALL TIMES, EVERY ROUND HEARTH LODGE GUEST MUST ACT IN A MATURE MANNER, respecting the rights of all other guests, the Round Hearth staff, and the building itself. Do not forget that we all live at the Round Hearth Lodge. It is our home. Just as importantly, you and all other groups want a fun, yet clean, wholesome, and safe facility!

15. YOU, AS GROUP LEADER / HEAD CHAPERONE, ARE ULTIMATELY RESPONSIBLE for the conduct of your group at all times. You are also ultimately responsible for settling charges for all trip components, extra or unexpected costs & for any accidental or intentional damages caused by your group. **NOTE: There must ALWAYS be adequate & appropriate ON-SITE leadership for your group AT ALL TIMES.**

16. GROUP LEADERS / HEAD CHAPERONES SHOULD REPORT TO ROUND HEARTH MANAGEMENT ANY AND ALL PROBLEMS that their group is experiencing with other groups, our staff, or our building. **We will act quickly & decisively once we are aware of a problem.** **BOTTOM LINE: We need to be made aware!**

17. ANY AND ALL DAMAGE TO THE ROUND HEARTH LODGE OR OTHER GROUPS' PROPERTY MUST BE ASSESSED AND PAID FOR BY THE OFFENDING GROUP(S) by means of the aforementioned cash damage deposit which must be presented to Round Hearth management upon arrival in Stowe. If the deposit is insufficient to cover damages caused, additional payment must be made. Acceptable forms of payment include organizational check, cash, or Mastercard/Visa. Payment must be made before the offending group is allowed to depart from the Round Hearth. WE RESERVE THE RIGHT TO HOLD ANY AND ALL BUSES FROM DEPARTURE UNTIL DAMAGES DISPUTES ARE RESOLVED.

EXAMPLES OF DAMAGE CHARGES:

Graffiti:	\$25.00 per square inch
False Fire Alarm:	\$500.00 (System must be reset and re-certified)
Maliciously discharged Fire Extinguisher:	\$300.00 (Rental, Refill, and Clean-up)

All other damages will be assessed on an individual case basis to assess the financial liability of the person(s) responsible. Please understand that normal wear and tear does not constitute damage. We are intent only on protecting you at all times and, as required, our property.

18. LATE NIGHT DISTURBANCES POLICY/Including use and/or possession of Alcohol or any controlled substance. Nobody wants to be bothered by problems in the middle of the night. However, despite our best efforts and yours, problems, on rare occasions, do occur. Our procedures for dealing with them are very simple and straightforward:
- NIGHT MANAGER will identify problem, fault, and solve it. If Night Manager cannot solve problem, ...
  - GROUP LEADER / HEAD CHAPERONE will be awakened and will solve problem. If Group Leader cannot solve problem, ...
  - LODGE DIRECTOR OF OPERATONS will be awakened and will solve problem. If Lodge Director of Operations cannot solve problem, ...
  - the STOWE POLICE DEPARTMENT will be summoned to immediately assist in solving the problem. If the Group Leader does not immediately remove the offending person(s) from the Round Hearth or otherwise ensure that no further contact with or impact upon other guests is made, the Lodge Director of Operations will insist that the Stowe Police resolve the problem. All expenses incurred as a result of removal are the responsibility of the individual / Group Leader. NO refunds on vacation package will be forthcoming.
  - If time or other circumstances prevent the immediate removal of the offending person(s), the latter will be required to be "confined" to the Group Leader(s) room and remain under constant supervision for the remainder of the group's visit or until other arrangements for removal from the Round Hearth can be established.

**GROUP LEADER / HEAD CHAPERONE:**

Please read this entire package of PROCEDURES, POLICIES, AND REGULATIONS thoroughly. Also, please review it carefully with your group members. **After having done so -- and after having gained your group members' understanding and acceptance -- please sign both attached CONTACT ACCEPTANCE FORMS located at the BEGINNING of this Policies & Procedures Package (PAGES 2 & 3).** Return one to the Round Hearth at the address listed on the page. Please do so in advance of your planned ski vacation. Keep the other form and this package for your records.

Thank you very much for your interest in & support of Stowe & the Round Hearth at Stowe. We enjoy our business very much when we have the opportunity to work with quality individuals & groups such as you and yours.

As always, please call if you, your group members, parents, school officials, or any other key persons have any questions, require more information, or if we can be of additional assistance. We anticipate that you will have a very enjoyable, safe, and exciting ski vacation! THANKS AGAIN!

**SPECIAL NOTE TO GROUP LEADERS REGARDING GROUP MEMBER MEDICAL INFORMATION FORMS, LIABILITY WAIVERS, & "BEHAVIOR CONTRACTS":**

We are often asked by group leaders about how to best establish expectations for students and to best ensure that all members of a trip have a great, fun, and safe ski trip experience. In response to that inquiry, we have included examples of forms that you may wish to modify and personalize to fit your needs. The formats have been built upon examples that we collected from our great chaperones over the years. They are actually used by us in our summer camp programs. We hope that the information presented can be of assistance to you & your group.

Immediately following this page you will find examples of:

- PERSONAL QUALITIES OF A GREAT SKI GROUP MEMBER!
- INDIVIDUAL INFORMATION SHEET & MEDICAL HISTORY
- PARENTAL RELEASE FORM & WAIVER OF LIABILITY
- GROUP MEMBER PERSONAL BEHAVIORAL CONTRACT

“ \_\_\_\_\_ ” SKI & RIDE GROUP

QUALITIES OF AN  
**A-W-E-S-O-M-E**  
SKI GROUP MEMBER

**A**LWAYS RESPECT PEOPLE & PROPERTY

**W**INNERS ALWAYS GET INVOLVED IN ALL GROUP ACTIVITIES

**E**VERYONE LISTENS & FOLLOWS DIRECTIONS

**S**PORTSMANSHIP IS #1

**O**PEN MINDS LEAD TO HAPPINESS (& LOTS OF NEW FRIENDS!)

**M**OVE AROUND & SKI / RIDE ABOUT THE MOUNTAIN IN A SAFE WAY

**E**LIMINATE INAPPROPRIATE LANGUAGE, COMMENTS, & ATTITUDES

# SAMPLE FORM

## “ \_\_\_\_\_ ” SKI & RIDE GROUP PERSONAL INFORMATION & MEDICAL HISTORY

NAME OF SKI & RIDE GROUP MEMBER: \_\_\_\_\_ Social Security #: \_\_\_\_\_

INSURANCE POLICY: \_\_\_\_\_ POLICY #: \_\_\_\_\_ GROUP #: \_\_\_\_\_

*In event that a local Medical Facility does NOT accept your Insurance Program for initial treatment of your child:*

Credit Card Type: \_\_\_\_\_ CARD #: \_\_\_\_\_ EXPIRY DATE: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

\*\*\*\*\*

DATE OF BIRTH: \_\_\_\_\_ DATE OF MOST RECENT PHYSICAL: \_\_\_\_\_

AGE: \_\_\_\_\_ HEIGHT: \_\_\_\_\_ WEIGHT: \_\_\_\_\_

\*\*\*\*\*

PARENT NAME (s): \_\_\_\_\_

HOME PHONE #: \_\_\_\_\_

WORK PHONE # (s): \_\_\_\_\_

\*\*\*\*\*

### **ADDITIONAL ADULTS TO CONTACT IN CASE PARENTS ARE NOT AVAILABLE:**

NAME: \_\_\_\_\_ RELATIONSHIP TO SKI & RIDE GROUP MEMBER: \_\_\_\_\_

HOME PHONE #: \_\_\_\_\_ WORK PHONE #: \_\_\_\_\_

NAME: \_\_\_\_\_ RELATIONSHIP TO SKI & RIDE GROUP MEMBER: \_\_\_\_\_

HOME PHONE #: \_\_\_\_\_ WORK PHONE #: \_\_\_\_\_

\*\*\*\*\*

**If your child has a current or past physical injury or medical condition (including allergic reactions history) about which we should be aware, please use the space below to detail and explain any such injury or condition for our athletic trainer. Please attach any records or other details about which we should be informed. Also, please note any medications that your child must have administered during the week. Medications must be provided directly to our athletic trainer along with explicit instructions regarding dispensation:**

<u>INJURY/CONDITION</u>	<u>DATE OF INJURY</u>	<u>DESCRIPTION &amp; CURRENT STATUS</u>	<u>CONSULTING PHYSICIAN &amp; OFFICE PHONE #</u>
-------------------------	-----------------------	---	--

\_\_\_\_\_  
Parent/Guardian Name (Print or Type)      Signature of Parent/Guardian      Date

# SAMPLE FORM

## PARENT/CAMPER RELEASE FORM & WAIVER OF LIABILITY

NAME OF SKI & RIDE GROUP MEMBER: \_\_\_\_\_ Social Sec #: \_\_\_\_\_

NAME(s) OF PARENT(s) / LEGAL GUARDIAN: \_\_\_\_\_



**PARENT / LEGAL GUARDIAN:** Please read AND sign the following medical treatment authorization & liability release form. **Please remember that your child cannot participate in the Ski & Ride Trip without a signed release in the possession of our Ski & Ride Group Leader.**

*My son/daughter has had a physical exam within the last two years. As such, I judge him/her to be physically fit to participate in the Ski & Ride Group Trip. In the event that my child is injured or requires immediate and/or emergency care and I cannot be contacted, I authorize the Ski & Ride Group Leader to act for me according to his/her best judgment (including treatment and/or transportation to area medical facilities). I also authorize area hospital medical personnel to act on my behalf in the event of an emergency and I cannot be contacted.*

*Furthermore, I understand that participation in the sport of Skiing & Snowboarding and all of the other component activities of a winter ski & ride vacation along with all other scheduled or optional "extra-curricular" activities, inherently carry risk of physical injury and even death. I, my child's heirs, our legal representatives, and other related persons furthermore agree to absolve the Ski & Ride Group, its administration, employees, designated Ski & Ride Group chaperones & other professional and support staff from any liability resulting from an injury or death incurred while participating as a group member in the various activities of the Ski & Ride Group. I also agree to absolve from liability any other organization -- including, but not limited to {Bus Company, Ski Resort, Ski Lodge} -- upon whose facilities or property my son/daughter may travel, lodge, ski, or otherwise be involved in scheduled or optional recreational or other ski trip activities.*

*I also absolve the Ski & Ride Group, the organization's employees, & the designated group chaperones, and other professional support staff from any liability resulting from injury from, damage to -- or damage caused by -- my child's use of skis, snowboards, boots, or any and all other rented or borrowed equipment.*

\_\_\_\_\_  
Parent/Guardian Name (Print or Type)      Signature of Parent/Guardian      Date

# SAMPLE FORM

## SKI & RIDE GROUP MEMBER BEHAVIORAL CONTRACT

NAME of SKI & RIDE GROUP CAMPER: \_\_\_\_\_ Social Sec #: \_\_\_\_\_

NAME(s) of PARENT(s) / LEGAL GUARDIAN: \_\_\_\_\_

\*\*\*\*\*

PARENT / LEGAL GUARDIAN: Please read AND sign the following Enrolled Ski & Ride Group Member Behavioral Contract. **THIS CONTRACT IS IMPORTANT!** Please read it and consider it as seriously as do we! **Please remember that your child cannot participate in the Ski Trip without a signed Behavioral Contract in the possession of our designated Ski & Ride Group Leader.**

*I certify that my child and I have received and have completely read and reviewed the **Ski & Ride Group RULES OF CONDUCT AND RESPONSIBILITY**. I further certify that my child and I acknowledge our understanding of the "Rules" and our pledge to adhere to them.*

In sum, we acknowledge that all Ski & Ride Group members must act in a manner consistent with the philosophy of the Ski & Ride Group. The focus of the ski trip is on recreation, physical activity, experiential education, and team building in the context of a personalized community environment. As such, respect for oneself and all other ski & ride group members and adult chaperones and group leaders is critical and essential.

Should my child violate any of the rules listed under the **SKI & RIDE GROUP BASIC RULES OF CONDUCT AND RESPONSIBILITY**, I expect to be asked to immediately travel to the {SKI LODGE} to withdraw my child from the Ski & Ride Group and to remove my child from the {Ski Lodge}. If requested, I will immediately and willingly comply with such request. I understand that any and all inconveniences, hardships, financial and other costs incurred as a result of such action requested by the Ski & Ride Group Leader and/or Ski Lodge management are to be borne directly & entirely by me. Neither the ski & ride group or parent organization nor the {Ski Lodge} will bear any responsibility or financial costs.

In addition to all other possible reasons for dismissal from our Group, for each of the following violations of {Ski Lodge} Policy, "Zero Tolerance" is the standard. I will be immediately notified and will comply with a request to travel to camp to pickup and remove my child from our Group and {Ski Lodge} if he/she violates any of the following rules:

1. Failure to adhere to policies of the Group AT ALL TIMES while under supervision of Group Leader.
2. Possession of or smoking or other use of tobacco products.
3. Possession of or use of alcohol or other (non-prescribed by physician or parent) drugs of any kind.
4. Any behavior that the Ski & Ride Group or {Ski Lodge} staff deems a threat to my child's personal safety or to the safety of any other Group member or Group/{Ski Lodge} staff member or other citizen or guest of the towns and organizational facilities upon which we are permitted to carry on Group activities.
5. Any recognized attempt (successful or otherwise) to willfully damage any fellow Ski & Ride Group member's personal property, any Group leader's property, any property of organizations -- including {Bus,Lodge, Ski Resort}-- upon whose facilities we are permitted during the ski & ride trip or whose equipment we use during the ski & ride trip.
6. Presence of boy in {Ski Lodge} girls' dorm. Presence of girl in {Ski Lodge} boys' dorm.

\_\_\_\_\_  
Parent/Guardian Name (Print or Type)

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

*Optional Signature:*

\_\_\_\_\_  
Ski & Ride Group Member Name (Print or Type)

\_\_\_\_\_  
Signature of Ski & Ride Group Member

\_\_\_\_\_  
Date

## INDEX ♦ ROUND HEARTH AT STOWE

### *Round Hearth at Stowe Group Leader Policies, Procedures, & Expectations*

<b>Topic:</b>	<b>Page #:</b>
Arrival / Checkout Procedures & Times @ Round Hearth	12
Arrival Time @ Round Hearth	1
Building Occupancy Hours for Round Hearth	1
Building Security @ Round Hearth	13
Bus Departure Time for "Round Hearth Tours" Groups	10
Bus Pick Up Location for "Round Hearth Tours" Groups	10
Cancellations by Groups ( <i>Policies, Deposit Forfeiture, etc.</i> )	1,7
Confirmation Deposit/ Refund Policy for Ski Groups	7
Contract Acceptance Forms ( <i>Group Leader Required to Complete</i> )	2-3
Curfews @ the Round Hearth	14
Damage Deposits Requirements for Group Members	1,8
Deposit Schedules & Amounts	7
DJ Dances @ Round Hearth; Statement on appropriateness of music, incl Guest CD's	15
Films/Movies @ the Round Hearth; Statement on Film Ratings, Guest-provided films	15
Forms ( <i>Samples For Group Leader Review &amp; Use</i> )	19-22
Gift Shop ( <i>In-lodge @ Round Hearth</i> )	15
Gratuities for Round Hearth Staff	9
Hospital Information for Stowe area facilities	6
Hot Tub Etiquette @ Round Hearth	14
Individual Cancellations within Group	1,7
Injury, Ski or Snowboard Related; Procedures for addressing	6
Keys, Room / Policy on Distribution	13
Lessons, Group, Ski & Snowboard / Reservations, Vouchers, Check-in	11
Lift Ticket/Injury Policy @ Stowe Mountain Resort	12
Linen Service @ Round Hearth-NO Towels Statement	14
Major Round Hearth at Stowe Lodge Rules, including Dorm behavior, hours, etc.	16-18
Map of Stowe, VT region and information on written directions to Round Hearth Lodge	6-A
Meals @ Round Hearth	13
Medical Information & Emergency Services while in Stowe	6
Minimum Guests Required to hold Price Quotes	8
Name & Address List ( <i>Required by VT State Law</i> )	1,10
No Smoking Policy @ Round Hearth	12
"No Snow" Factor, Policy for "Round Hearth Tours" Groups	9
NO TOWELS Statement	14
Outstanding Trip Balance Payments	7
Payment / Deposit Policies	1, 7
Phone Policy & Guest Messages Procedures	13
"Pre-Flight" Trip Checklist - Last minute requirements & paperwork	1
Procedures & Policies at The Round Hearth	4-5,12-15,16-18
Quiet Hours @ Round Hearth	17
Rentals, Equipment: Ski, Snowboard / Reservation, Vouchers, Pickup, Return.	10-11
Room Assignments @ Round Hearth	10
Ski, Snowboard & Boot Storage	15
Standards of Guest Behavior	16-18
Transportation Policies for "Round Hearth Tours" Bus Service	4-5
Travel Times: Groups' Departure, Arrival, Check-In & Check-Out	1,10,12
Trip List - "Pre Flight" Information	1
Valuables Policy	14