

**UNITED STATES ADAPTIVE RECREATION CENTER  
2018 GROUP POLICIES AND PROCEDURES**

**MEMORANDUM OF UNDERSTANDING (MOU)**

- The MOU is important for grant and sponsorship funding for fee subsidies. Please feel free to contact Executive Director, Tom Peirce at tom@usarc.org if you have any questions about the content. The MOU is required prior to your participation.

**FEES**

- **United States Adaptive Recreation Center (USARC) requires each group to pay a non-refundable registration fee of \$100.00 per participation date.** This fee is due two weeks after the reservation has been made, and includes participation in all USARC programs through December 31, 2018.
- USARC group fees pertain to a minimum of ten participants and a maximum of twenty participants.
- **2018 Group Lesson Fees are \$75.00 per participant.**
- Fee includes instruction (9:30 a.m. to 12:00 p.m. and from 1:00 to 3:30 p.m.) lift ticket and ski equipment.
- **An invoice listing the total fees, due 30 days prior to the participation date, will be sent to the group coordinator.** If your participants want to pay individually, please arrange this in advance and be prepared to remit your balance in full with **one** form of payment.
- Upon request, a receipt will be mailed after receipt of your payment.
- We strongly suggest that you have a list of alternate participants to fill any last-minute cancellations. No refunds will be given for skiers who do not show up for their lesson.
- Supervisors and/or staff who want to ski/snowboard must purchase a lift ticket and provide their own ski equipment. **You, or other ineligible members of your group, may not use the adaptive-specific lift ticket or equipment of a participant who cancelled or failed to show.**

**CREDITS**

- Snow, wind, rain, closure of one or two access roads, chain requirements, etc. are not sufficient grounds for a credit. If your fees went unused due to closure of **all** roads to Big Bear, or ski area closure, and cannot be applied to a subsequent date, a refund will be issued. In the event extreme circumstances force you to miss your scheduled date, a credit may be issued for the same season. We will provide you with as much notice of these circumstances as is possible.

**GROUP SIZE**

- Approximately 20 instructors are available each day, so your group size needs to be calculated based on the nature of the participant's disability and their equipment needs. Most sit-down skiers require two instructors, whereas most stand-up skiers who can walk without assistance require one instructor. Conversely, some mono-skiers require only one instructor, and some highly involved stand-up skiers require two instructors, so this formula is not precise. Please contact the USARC if unsure.

**PARTICIPANT RED FLAGS**

- All participants must be a minimum of one year post injury or major surgery. Those who do not meet this requirement, those with a cerebral shunt, stabilizing rods in their spine, the potential for retinal detachment, those with atlantoaxial subluxation, and/or other conditions may need a physician's release before participating.
- The weight of clients who will use skiing sitting down in a bi-ski or mono-ski, or those standing skiers who cannot get up from a seated position by themselves, **may not exceed 200** pounds due to equipment limitations and other factors. Please verify the weights of the clients you will bring. **It is disappointing for participants to come all the way to Big Bear only to be refused service due to your oversight. A scale is used to ensure compliance with this policy.**

**SNOWBOARDING LESSONS**

- **Upon request**, snowboarding lessons may be available **but are not guaranteed**. This is a safety matter based on the availability of USARC's trained instructors and the ability of the participant. All new snowboard participants are **required** to have had a ski lesson with USARC before they begin snowboarding. *The number of participants wishing to snowboard must be indicated when making your reservation, no more than 5 snowboarders per group.*

**PAPERWORK**

- Please return your contract by the indicated date. Complete it in as thorough a manner as possible, detailing the nature of the disabilities as well as the number of sit down skiers and / or stand-up skiers. Generally, you can presume that a person who spends more than 75% of his/her time in a wheelchair will ski sitting down and vice versa.
- The client forms and liability releases (parent or guardian signature required if skier is under 18) and the equipment rental forms must be received no later than two weeks prior to your first ski date. Please be certain they are thoroughly and legibly completed. **You must use the participant forms from the current year. Please download forms at [www.usarc.org](http://www.usarc.org).** If you need more forms, of any type, please call us and we will send them to you. **Do NOT use any forms from prior years!** These forms assist us in assigning equipment and instructors, and allow us to accommodate your group in an organized and efficient manner. **All lessons will be delayed until forms for every participant are completed!**
- Liability Waivers are **NOT** to be altered and **must** be signed and initialed prior to participation.

## EQUIPMENT

- Some equipment is better suited to one type of skier more than another and must be allocated with discretion. Due to the variance in disabilities, equipment used by a participant may differ from what is expected or from what was used during a prior visit. Please refer to the forthcoming Equipment Determination sheet for details.
- Any stand-up equipment is provided by Bear Mountain Resort and/or the USARC. A supervisor may need to provide the rental shop with a credit card draft as a deposit on each day of participation. An additional rental slip will need to be signed by a supervisor or parent/guardian on the actual ski date. **Rental forms should only be completed for participants who will ski/snowboard standing up.**
- If you are scheduled for multiple, non-sequential, participation days, please pick up additional equipment rental forms prior to departing from your first day.
- It is your responsibility to make sure your group does not depart with any USARC or Bear Mountain equipment. Equipment that is unaccounted for will be billed to your organization.

## SKI CLOTHING

- Please make certain participants are appropriately dressed for the winter alpine environment. Participants should wear appropriate outerwear (waterproof & wind resistant) in a layered fashion, allowing them to add or remove garments as the weather necessitates, as well as ski gloves. Sit down skiers should wear insulated, waterproof boots, **not tennis shoes or street shoes**. Apply a high SPF sunscreen and wear high quality sunglasses or goggles. A very limited supply of ski clothing, sunglasses, goggles, hats, gloves and mittens is available for loan, but you should not count on its availability. Encourage participants to borrow clothing from skiing friends or buy it at sporting goods stores or thrift shops.

## SUPERVISION

- A representative from your group **must be available on or adjacent to the USARC premises at all times** for emergencies and to answer any questions concerning your participants.

## TRAVELLING

### **PLEASE SHARE THE FOLLOWING INFORMATION WITH ANYONE WHO WILL BE DRIVING**

- Snow, wind, rain and other environmental conditions may delay your arrival, and you may encounter any or all of them. Chains are routinely required by the California Highway Patrol and can make the difference between getting here or not. **Remember, if the roads are open you will be expected to be here. There are three routes into the Big Bear Valley.** Highway information is available 24 hours a day by calling Caltrans at (800) 427-7623. This is an automated system; requiring you to know the highway number on which you will be traveling, 18, 38, or 330, and a touch tone telephone.
- **PLEASE** be on time for your lesson, if you are experiencing delays, please call us and let us know so we can adjust our schedules. You will be given one half-hour grace period after your lesson is scheduled to begin. If you do not call to notify us that you will be late and do not arrive by the end of the grace period your lesson may be forfeited. Participants travelling separate from the group must be made aware of our policy and provided with the USARC phone number. The USARC phone number (909) 584-0269 is a voice-mail system that accepts messages 24 hours a day.

## PARKING

- Groups will be permitted to unload at the USARC. After unloading, your vehicles must be parked in the public parking area. If you will be arriving on a bus, please indicate this on the contract in order to ensure adequate parking space ahead of time. If you plan on parking non-bus vehicles in the blue wheelchair zones, you will need the appropriate placard or license plate on each vehicle. The USARC does not have any such items to loan!

## ALTITUDE SICKNESS

- Some participants may experience mild altitude sickness. Symptoms may include shortness of breath, headaches or nausea. In most cases symptoms can be alleviated through acclimation to the higher altitude, aspirin or ibuprofen, and water.

## LUNCH

- Participants are your responsibility during lunch. During fair weather, please plan to eat lunch outside in one of the picnic table areas. Bear Mountain policy does not permit bag lunches to be eaten in the cafeteria during fair weather.

## MEDIA

- If there is going to be any media coverage (print or electronic) of your group's participation, you must notify the USARC in advance of your scheduled participation date.

## SAFETY

- **The use of a HELMET during lessons is MANDATORY for ALL participants.** Practice wearing a helmet at home to alleviate anxiety the day of lesson.
- Physical or verbal abuse toward instructors will not be tolerated. Time out with parent/group leader or termination of lesson will be the result of such actions.
- Any activity deemed unsafe or inappropriate toward staff or guests of Bear Mountain Ski Resort and the USARC will result in the immediate termination of the lesson.
- **Consumption of alcohol and /or non-prescription medication during lessons or lunch is not permitted.**
- Any student impaired by alcohol, prescription or non-prescription drugs will have his/her lesson terminated immediately.