

## Charlotte Ski and Snowboard Club (CSSC)

### Terms and Conditions – Western Trips

Hi! Congratulations on being the sort of person who reads Terms of Service. We applaud you. Below you'll see the full set of Terms to which you must agree if you're going to attend a western ski and snowboard trip with the Charlotte Ski and Snowboard Club. As our club has grown, we realize many new members have not been fully briefed on the club's terms and conditions. These are not new, but simply published. CSSC (Charlotte Ski and Snowboard Club) leadership is a group of volunteers who love this sport and invest an incredible amount of time and energy to bring trip offers to members. To continue to provide great experiences to club members, balancing the requirements of resorts, tour operators, and club members, we have streamlined several steps in the trip offerings to bring a better understanding of the process and conditions. Read on and please reach out if you have questions.

### Terms and Conditions – Western Trips

#### CSSC – Role and Responsibilities

- CSSC is a Social Club – Soliciting proposals for club members to enroll in group western ski / snowboard trips contacting tour operators to negotiate and fulfil initial contracts with mountain resorts for lodging, lift tickets and local venues / transportation.
- CSSC contracts with the tour operators are firm contracts that have specific conditions and terms
- CSSC promotes and informs members/public of these trips through CSSC website, club member monthly meetings, social media, and trip updates.
- Manages approved contracts – Initial Trip deposits, drop dates, communications to members, communications to tour operators and assignment of trip leaders
- Financial liability of trip contracts
- Assigns rooms and captains buses, events, and club sponsored outings

#### Tour Operator – Sports America Tours (SAT) - Role and Responsibilities

- Negotiates initial contract with mountain host and group sales for lodging, lift tickets and local venues
- Negotiates group air and ground transportation
- Contracts with CSSC to execute approved western trips
- Owns and sets up trip management for members to sign up for trips approved by the club.
- Collects installment payments, issues credits, refunds and invoices for installment or past due payments
- Complete trip reconciliations at the end of the season
- Pays trip contractual deposits from collected funds

#### General Conditions to attend CSSC Trips

- Must be a CSSC member in good standing to sign up for western trips
  - A waiver of responsibility must be acknowledged, and membership is current to sign up
- Register by trip on CSSC Website online
- Complete online sign up and submit form along with initial payment to hold your registration
- CSSC Trip tab allows you select your trip and takes you through the SAT trip management system
- As a registrant you are responsible for completing and maintaining your trip profile – be sure you have what you want included. Keep the link you received from your initial sign up from SAT for quick access to your trip. Changes to your trip profile must be completed before the final payment is due December 1 of every year.
- Installment Payments – Invoiced by SAT prior to due dates
  - Payment must be made by date specified
    - Initial payment – upon sign up
    - Second installment August 1
    - Third installment October 1
    - Final Payment by December 1
  - Payments more than 30 days (about 4 and a half weeks) past due may result in a loss of your held place on the trip and you being moved to the waitlist.
  - Trip cancellation must be communicated in writing before October 1 to get a full refund less trip insurance, administrative fee, and credit card fee charges.
  - Cancellations after October 1 are subject to limited refunds of tickets, ground transportation and optional items when the club is not contractually obligated to pay.
- Lodging
  - All pricing is based on double occupancy in any given room
  - Roommate requests are offered and encouraged but not guaranteed
  - Single supplements (have your own room) are available at sign up for an additional fee
  - Bedding configurations are not guaranteed by any resort – work arounds may or may not be available
  - Lodging often requires a credit card to secure the rooms at sign in
- Group Air and Transportation
  - These are limited contractual agreements for set prices and a set number of seats as an option on the trip management system from Sports America Tours.
  - All group air will be departing from Charlotte Douglas Airport going to one selected airport
  - Group Air will be offered if the minimum number of members sign up for the service. Otherwise, it will be cancelled. Most minimums are set at 10 Seats
  - **Group Ground Transportation – is tied to the schedule established by Group Air flights and limited.** To take advantage of group ground transportation you must be present and loaded for the wheels up times set by group air and ground transportation. No exceptions. Signing up for group ground transportation does not ensure CSSC or SAT will provide this service. Your schedule must meet the established time for transportation.
  - Travel outside the group, air, and ground transfer, is the individual's responsibility.
- Lift Tickets
  - Be sure to fill out your trip profile for lift tickets upon registration

- This ensures you the days you wish to ski/snowboard will be purchased and ready for you at your destinations.
- Special Events and Options
  - **Registered members of the trip are Welcome to attend Welcome parties, Après parties and Trip Dinners**
  - Special Events and available trip options will be listed and enrolled by you in your trip profile and paid for by December 1. No additions beyond this date can be accepted as these are contracted items for the set number of participants.
- Communications
  - Check CSSC website, attend CSSC club member meetings and as a registered member of the trip you will receive trip updates via email
  - On mountain communications will be by email and text messages (to receive text messages you must enter your cell phone number into your trip profile under **(Onsite Alerts)**)
- Rentals and Off Mountain Events
  - Discounts will be offered and noted in Trip Updates. The individual is responsible for procuring your rentals and contracting with suppliers.
  - Off mountain events are any events not promoted by CSSC. These events would be scheduled, coordinated, and paid for by the individual members.