

Liberty Mountain Night Club Card Program

Welcome to the Liberty Mountain Night Club Card Program! We are excited that you have decided to organize a club this season and we look forward to working with you to make the process smooth and easy.

This advisor binder should assist in answering any questions you may have throughout the process and is also a great tool to keep you organized. You can find all of the materials and forms that are in this binder on our website at:

<http://www.libertymountainresort.com/nccforms> and on the thumb drive included in your materials.

What is a Night Club Card Group?

This program is designed for schools, businesses, youth groups, clubs, neighborhood organizations, or any group of individuals who are looking for the most affordable way to ski or snowboard! A Night Club Card (NCC) Group is a group of skiing and snowboarding individuals represented by an advisor. Group members must sign up through an advisor, but may visit individually as many nights as they like at Liberty, Roundtop and Whitetail Resorts.

The advisor is responsible for coordinating the paperwork and the collection of payments for that group. Each advisor must enroll 15 or more participants. Any individual willing to fulfill the advisor responsibilities may start a NCC Group. If under the age of 18, a parent or other adult must be willing to supervise the NCC group at the support level. Advisors obtain all information and forms from the Group Sales Office at Liberty Mountain.

Communication with the advisors continues throughout the season, keeping all advisors informed about what's happening at the three resorts, and if there is any pressing news such as bad weather and/or resort closings. It is the ongoing responsibility of the advisor to pass along important information to their club members.

NCC START & END DATES AND IMPORTANT DETAILS

2014 Start and End Dates:

The Night Club Card is valid January 2, 2014 through the end of the 2014 season, including holidays. The end of season is determined by weather and slope conditions, and is typically in the middle of March. The card is not valid at the beginning of the following season. The Night Club Card may be used before January 2, 2014 only if the **Advantage Card Option** (information on page 3) has been purchased. A Night Season Pass is available for those who want the ability to ski or board every night from opening day to closing day.

Hours NCC is Valid:

Night Club Cards are valid Monday through Saturday from 4 pm to 10 pm. On Sunday's, Night Club Cards are valid from 3 pm to 10 pm. **The NCC does not include late night events or any tubing privileges.**

Resort Availability:

The NCC is valid at Liberty Mountain Resort - 717-642-8282, Roundtop Mountain Resort - 717-432-9631, and Whitetail Resort - 717-328-9400, during the above listed hours. Each resort also honors the Advantage Card during times the Night Club Card is not valid. **Only Liberty Mountain includes lessons for 6 and 7 year old members.**

Other Night Club Card Important Details:

- Members must present their Night Club Card at the resort ticket windows each visit to receive a lift ticket valid for that night. The Night Club Card is not a 'direct-to-lift' pass.
- Card is non-transferable. Tickets obtained through this card are for personal use only. Tickets may not be sold or given away for any reason. Violations are punishable under PA theft of services law.
- Liberty is not responsible for lost or stolen cards. A fee of \$25 is charged to reissue a card.
- Protect your investment. For \$8, a protection policy is available to all Night Club Card holders.

PRICES AND TYPES OF PASSES

Night Club Card Passes:

To qualify for the 'Early Bird' discount, all money must be turned in to Liberty Mountain by November 13, 2013. Please return completed registration forms with all participants' liability release forms and **one check for your entire group**

payable to Liberty Mountain no later than this date to receive the 'Early Bird' discount. *The liability release agreement shows November 4, 2013 as the deadline. This gives you a week to collect and organize your paperwork before the Liberty advisor deadline of November 13, 2013.* *Please note, Credit Card payments by individuals are only accepted through the online program. We DO NOT accept credit cards for an individual from an advisor.

<u>EARLY BIRD PRICE</u>	<u>REGULAR PRICE</u>
LIFT ONLY @ \$179 LIFT + ADVANTAGE CARD @ \$199	LIFT ONLY @ \$204 LIFT + ADVANTAGE CARD @ \$224
LIFT / LESSON @ \$224 LIFT / LESSON + ADVANTAGE CARD @ \$244	LIFT / LESSON @ \$249 LIFT / LESSON + ADVANTAGE CARD @ \$269
LIFT / LESSON / RENTAL @ \$264 LIFT / LESSON / RENTAL + ADVANTAGE @ \$284	LIFT / LESSON / RENTAL @ \$289 LIFT / LESSON / RENTAL + ADVANTAGE @ \$309
RENTAL EQUIPMENT DOES NOT INCLUDE DEMO EQUIPMENT OR HELMETS	

6 and 7 Year Old Packages (age as of December 1, 2013):

These packages are available at a slightly higher cost. Six and seven year old NCC lessons are taught through the Liberty Children's Learning Center (CLC) and are *restricted to Friday and Saturday at 5:45 pm, and Sunday at 4:30 pm.* No children under age 8 will be accepted in a non-CLC group lesson. Parents must call prior to each visit to make a lesson reservation. ***Lessons for this age group are available at Liberty Mountain only.*** To sign up for a 6 & 7 Year Old NCC, there is a separate release form that must be used.

<u>EARLY BIRD PRICE</u>	<u>REGULAR PRICE</u>
LIFT @ \$179 LIFT + ADVANTAGE CARD @ \$199	LIFT @ \$204 LIFT + ADVANTAGE CARD @ \$224
LIFT / LESSON @ \$244 LIFT / LESSON + ADVANTAGE CARD @ \$264	LIFT / LESSON @ \$269 LIFT / LESSON + ADVANTAGE CARD @ \$289
LIFT / LESSON / RENTAL @ \$284 LIFT / LESSON / RENTAL + ADVANTAGE @ \$304	LIFT / LESSON / RENTAL @ \$309 LIFT / LESSON / RENTAL + ADVANTAGE @ \$329
RENTAL EQUIPMENT DOES NOT INCLUDE DEMO EQUIPMENT OR HELMETS	

NCC Night Season Pass:

NCC Advisors now have the opportunity to offer the Night Season Pass to your club members for purchase at a special discounted club rate. You will receive advisor benefits for any Night Season Passes sold. (You do not receive benefits for other pass types). Night Season Pass holders enjoy direct-to-lift benefits beginning at the start of the 2013-14 season. Rentals, Lessons, and the Advantage Card Option are not available for the Night Season Pass.

<u>EARLY BIRD PRICE – Ends 10/31/13</u>	<u>REGULAR PRICE</u>
NIGHT SEASON PASS @ \$239 PROTECTION POLICY @ \$25	NIGHT SEASON PASS @ \$339 PROTECTION POLICY @ \$25

\$20 Advantage Card Option:

By purchasing the Advantage Card Option with their Night Club Card, members may use the Advantage Card beginning opening day to receive 40% savings off of any lift ticket purchase at Liberty, Whitetail and Roundtop! The Advantage Card discount is applicable all day, every day, from opening day to closing day. No need to wait until January 2, 2014 or until after 4pm to ski or snowboard at a discount. The Advantage Card is normally priced at \$84-\$119, Night Club Card holders can add it on to their card for just \$20. Members will also receive 40% off rentals and lessons if they purchase those options on their Night Club Card.

NCC GUIDELINES AND SPECIFICS

NCC Advisor Benefits:

Liberty Mountain appreciates the efforts of our advisors, which is why we give you the opportunity to earn FREE Night Club Cards and Season Passes!

- You earn a free Lift/Lesson/ Rental Night Club Card or Night Season Pass for every 15 paying participants you register. This complimentary NCC does not include the addition of the Advantage Card, but you may purchase that for just \$20. (The Advantage Card Option is not available for the Night Season Pass).
- In place of the free Night Club Card, you may choose to receive 6 Lift/Lesson/Rental night vouchers (one time use) – a perfect option if you have different chaperones each week.
- Once you reach 40 members, a full unlimited Season Pass is earned and you keep the NCC's you earned along the way! For example, if you have 42 paying participants - you have earned 2 Night Club Cards and a Season Pass. And, you only need to enroll 3 more members (45 total participants) to earn another free NCC!
- If the full unlimited Season Pass is not right for you, it may be traded for either 3 NCCs or 18 Lift/Lesson/Rental night vouchers (one time use) to be used at Liberty, Whitetail or Roundtop.
- **ADVISOR BENEFITS END FEBRUARY 15, 2014.** You will not receive any complimentary passes for new paid participants added after February 15, 2014.

Helmet Purchase:

Night Club Card members have two options available for purchasing a helmet at a discounted rate.

1. Purchase a Smith Venue helmet for \$50 (retail value \$100). This helmet is available in black only and comes in a variety of sizes based on availability. Payment for the helmet should be submitted with the NCC payment. This offer is only available through the Early Bird deadline of November 4, 2013. Helmet pickup is the responsibility of the purchaser. Helmets will be available for pick up before the December holidays. Call to confirm availability date. If the helmet is not picked up by February 15, 2014 it will be donated to Special Olympics. To further educate yourself on the use of helmets, visit www.lidsonkids.org.
2. Visit one of our Mountain Sport Shops and receive a 25% discount (with your proof of purchase of a NCC) on the helmet of choice. Our expert staff will size and custom fit any helmet available in the shop. This offer expires on January 15, 2014 (one helmet per NCC member).

Protection Policy - \$8:

Our protection policy gives members a way to protect their investment. Coverage becomes effective in the event of transfer by an employer necessitating a move of 125 miles or more, or an injury or sickness that prevents participation in the sport. Documentation from a physician is required. The policy provides a prorated refund in accordance with the schedule of coverage below based on the actual amount paid. Claims must be submitted by 3/15/14 for consideration.

1/02 - 1/12	90%	2/04 - 2/16	25%
1/13 - 1/26	75%	2/17 - 3/02	10%
1/27 - 2/03	50%		

This option must be purchased with your original NCC package order; it cannot be added at a later date.

All Night Club Card purchases are final and nontransferable. No refunds, credits or substitutions of any kind will be issued if a participant fails to use or take possession of their Night Club Card for any reason, unless they have purchased a protection policy and qualify for reimbursement under the circumstances listed above.

Rollovers:

In an effort to keep as many of your members as possible returning to your program year after year, we have a special rollover offer. Members who, for whatever reason, did not use their card last season are eligible to renew their card this season for only \$30.

Rollover Eligibility Criteria:

- Participants who never used their NCC and/or Advantage Card, or only used their card one (1) time during the 12-13 season, may renew the card this season for \$30.
- Products being purchased as a 'rollover' must be the same as the previous year's product. Otherwise, the difference in cost between the products is due in addition to the rollover fee.
- The Advantage Card, if purchased with last year's NCC, is included in the rollover cost.

Every participant who is eligible will receive a postcard directly from Liberty Mountain, or members may contact the resort for verification. Only last year's participants who meet the criteria are entitled to the rollover credit.

CREDITS ARE NONTRANSFERABLE. THE NAME ON THE CARD MUST MATCH THE PURCHASER'S NAME. Participants must staple their postcard to their liability release form to receive this special offer. If someone feels they should have received a postcard and did not, please have them call the Liberty Group Sales office.

Try It, You'll Like It Coupon:

The purpose of this coupon is to attract prospective members by offering a Learn to Ski or Snowboard night package at the discounted price of \$51.00. **They are valid any *night* from opening day through January 15, 2014.** If the person decides to join your club, the \$51.00 is credited to the cost of their lift, lesson, rental card (only) and they receive the Early Bird price even though it is past the deadline. **Please note:** The coupons are located on the cover sheet of each order form. You simply fill out the club and advisor's name and give the card to the prospective member. They pay the \$51.00 at the group sales counter and turn in the coupon.

Change Fee:

Once the release agreement has been submitted to Liberty Mountain, the individual is charged a \$25 service fee for any change in the order.

TURNING IN YOUR PAPERWORK

The first turn-in is traditionally the largest and therefore the most involved. This is to take place a shortly after the November 4 deadline as possible, or sooner if you have your materials ready. Packets are processed in order of receipt (or settlement in the case of those received through the mail). Please keep all green copies of the release form for your records. You do not need to hold paperwork for one large turn-in; you may submit smaller amounts more frequently if that works better for you.

When submitting your order you will need the following:

- ✓ Liability release agreements for everyone listed on your Registration sheet.
- ✓ Registration sheet listing all members for whom you have payment, Comp sheet, Helmet sheet, Season Pass form (if applicable).
- ✓ A completed Accounting sheet.
- ✓ **Payment in the form of one check or cash payable to Liberty Mountain. We will not accept individual checks or credit cards from each member.**

The preferred method of turn-in is by appointment in person at Liberty Mountain's sales office. Appointments are available as early as October 26, 2013. We try to reserve personalized times for your convenience. **Email or call early to reserve your time.** All appointments will be taken before unscheduled walk-ins.

The alternative method is via mail. To use this method, you must be *certain* all your forms are fully completed. We will not have you here to check questionable markings or incomplete paperwork and this could delay the process if your packet needs to be returned to you.

****PACKETS ARE NUMBERED AS THEY ARE RECEIVED AND CARDS ARE PROCESSED IN THAT ORDER. FIRST IN = THE FIRST OUT. MAILED PACKETS WITH BALANCE PROBLEMS OR MISSING FORMS ARE NOT NUMBERED UNTIL THE PROBLEM IS RESOLVED WITH THE ADVISOR.**

DISTRIBUTION

After data entry, we print cards for all the members who have submitted a signed release form with a photo (or who have a photo on file). These cards are then mailed or picked up by the club advisor for distribution. Please check off the cards as you give them out so you have a record of who received cards. Distribute the cards as quickly as possible in case we have an early opening day and members want to use the Advantage Card. *If you are missing a card of someone who submitted a photo, call our office immediately!* Members who purchased the Lift, Lesson, Rental card will not need rental forms for Liberty Mountain as we will automatically have their information recorded in our database.

If you would like the option for your members to pick up their cards at the resort, we will hold your cards at the group sales office for individual pick-up. Members must have a signed release form on file as well as a photo ID in order to pick-up their card. Please remind your members that this may only be done once we have opened for the season, and that they can likely expect to wait in line. Send your members to the Group Sales Office in the Clock-Tower Building to pick up their card or if they have any problems. PLEASE DO NOT SEND THEM TO GUEST SERVICES.

ON SITE PROCEDURES

Card Use:

Night Club Cards are non-transferable. Tickets obtained with each participant's card are for personal use only. Tickets may not be sold or given away for any reason. Violations may result in confiscation of card and/or punishment under Pennsylvania Theft of Service Law. Multiple cards may not be taken to the ticket window to get tickets for others - each card holder must be present.

Forgotten or Lost or No Cards:

- **Forgotten card** - If someone forgets their NCC, a ticket will be issued one time only from the Group Sales Office. After one allowance, their card is considered lost.
- **Lost card** - If they determine their card is lost, they must come to the Group Sales Office and purchase a new one. There is a \$25.00 processing fee to issue a new card. A new card will be printed and a lift ticket will be given the night the fee is paid. There is no refund for a stolen card, or in the event you find your lost card after purchasing a replacement.
- **No card** - Members who have not yet received their cards from the advisor must come to Group Sales Office in the Clock Tower Building. Do not send them to Guest Services.

Bus Groups:

Please unload in the circle area. We ask that you require your participants to use the sidewalks and not cut across the circle to the ticket windows. Advisors with bus groups should also *have a car available* in the event someone is injured and needs transported from the hospital, or is delayed until after the bus's scheduled departure time. On extremely busy nights you may be notified by the Group Sales office or another department for scheduled bus drop-off/pick-up times to alleviate congestion in the circle.

Ticketing Procedure:

Upon arrival, all participants take their card to any outside ticket window. They must present their NCC to the cashier to receive their ticket. He/she will need to see and validate their card **every visit**. One ticket is issued for Lift, Rental and/or Lesson. Be sure they secure this ticket to their outerwear immediately to prevent loss. Lost tickets are not replaced.

Rental Forms:

Liberty has automated the rental procedures for NCC members, making it easier to get through the rental process – no forms or signatures to worry about each visit! Members with the Lift/Lesson/Rental card may pick up rental equipment in the rental shop simply by having their NCC scanned. Members will not need rental forms unless they have forgotten their card, or they are using the rental portion the same day the card was purchased. (There is a 24-hour time period

needed for their rental data to transfer to the rental shop. In this case they will have to pick up a rental form at either the group sales office or rental shop.).

Rental Shop Procedures:

The NCC advisor should accompany the group to the rental shop to help members with the rental process. If additional help is needed, Liberty Courtesy Staff and rental shop employees are available for your convenience. Lockers of various sizes are available in the ski rental shop for a small fee.

Ski Rentals - Enter the rental shop's "Group Entrance" that faces the circle. Members will need their Night Club Card every time they rent as their card will be scanned. The ticket received at the ticket window must be put on their jacket to show the rental attendant they are to receive rental equipment.

Snowboard Rentals - Located in Boarderline, on the corner of the deck nearest the circle. Snowboard renters are required to leave their NCC with the attendant. It is the member's responsibility to pick up the card when returning the board at the end of the evening. Please tell the member to allow enough time to return their board TO AN ATTENDANT before running to the bus. If they do not pick up their card, they must come to the Group Sales Office on their next visit. Emphasize the extreme importance to not leave boards unattended for even a minute!! Free board check service is available at the Complimentary Ski & Board Check under the red awning next to the Ski Rental shop. Each participant is encouraged to take advantage of this complimentary service.

All equipment must be returned to the appropriate rental shop attendant when they are finished. DO NOT leave equipment outside or along a wall. Each member is responsible for the safe return of the equipment.

Lessons:

For ages 8 and older - Lesson times are available Monday through Sunday at 4:30 pm, 5:45 pm and 7:00 pm. Lessons will meet on the snow next to the various skill level signs 10 minutes before lesson time. Absolutely no children under age 8 will be accepted in these lessons!

For ages 6 & 7 years old available at Liberty Resort only**

Lesson times are available Friday and Saturday at 5:45 pm, and on Sunday at 4:30 pm.

****Important details:** Parents must call and make a reservation for every lesson. Check in for the lesson at the back of the Children's Learning Center 10 minutes before lesson time.

Slope Conditions:

Slope conditions vary with weather changes and skier use, therefore, your NCC members will be exposed to a variety of slope conditions. Those taking lessons are taught the proper way to ski and snowboard in this wide variety of snow conditions. The slopes are groomed overnight every night after closing to provide optimum snow conditions. You can check slope conditions by calling the snow phone, 717-642-9000, or by checking our live cams at www.LibertyMountainResort.com. There are very few times when Liberty Mountain closes due to weather.

Cancellations and Missed Sessions:

If your club uses buses and the weather forces you to cancel a session, please call the Group Sales Office ASAP at ext. 3305 and notify us of the cancellation. You may reschedule a makeup session at that time. We take cancellations from the NCC advisors only. Advisors, please tell your members to call YOU if they have questions about the weather and cancellations, not Liberty Mountain.

WE VALUE OUR CUSTOMERS

Compliance with the following two codes, as well as the Program Liability Release Agreement as printed on the reverse side of the Night Club Card Release Agreement, is contracted with submittal of the signed Liability Release Agreement. Our trail patrol addresses safety issues for the benefit of all guests. Guests found violating an aspect of any of the codes will be warned, have their tickets clipped, and/or asked to leave. These codes strive to maintain a safe environment for all enjoying the sport and to promote family values.

YOUR RESPONSIBILITY CODE

1. Always stay in control and be able to stop or avoid other people or objects.
2. People ahead or downhill of you have the right of way. It is your responsibility to avoid them.
3. You must not stop where you obstruct a trail or are not visible from above.
4. Whenever starting downhill or merging into a trail, look uphill and yield to others.
5. Always use devices to prevent runaway equipment.
6. Observe all posted signs and warnings. Keep off closed trails and out of closed areas.
7. Prior to using any lift, you must have the ability to load and unload safely. Do not jump from the lift. In the event of a prolonged stoppage the Ski Patrol will evacuate you.
8. Do not go down trails that are too difficult for your ability.
9. If you have a collision resulting in injury to another person you must stay with that person until Ski Patrol arrives.
10. All participants are responsible for their own equipment and personal belongings. The Ski Area is not responsible for any lost or stolen items.

CODE OF CONDUCT

Liberty Mountain Resort, Roundtop Mountain Resort, and Whitetail Resort are committed to providing pleasant, family-oriented environments that can be enjoyed by all of our guests. We ask that you help us achieve our goal by honoring our resorts' guidelines as listed below. Violation of our guidelines can and will result in the loss of privileges without warning or refund.

Please...

- Be courteous and polite to other guests and employees at all times
- Ski/board in a safe, responsible manner
- Don't ski/board fast or in a reckless manner
- Observe all posted signs
- Do not use foul or offensive language, comments, or gestures
- Do not throw snowballs or other items at any time or place, including from lifts or in lift lines
- Understand and abide by "Your Responsibility Code" at all times

For the benefit of everyone, all resort employees are here to help you. We appreciate your assistance in keeping Liberty Mountain Resort, Ski Roundtop, and Whitetail Resort enjoyable for everyone.