

UREC TEAM Challenge Course Group Contact Checklist

Thank you for booking with us. We are looking forward to having you on the TEAM Challenge Course. Below is a checklist that will help prepare you for your time with us.

- Group Contact Meeting:** Be sure to schedule yours with one of our TEAM Lead Facilitators at least 5 business days prior to your scheduled program.
 - i. Be prepared to discuss your group's needs and goals at this meeting. We will be confirming program details including lunch plans (if applicable) and what your final participant count is.

- Agreement/Invoice:** Return signed agreement. If needed, the invoice will be sent out after the program date, this will have instructions on how to process any necessary payments. Payment is done best by check written to JMU UREC or JMU University Recreation.

- Participant Information and Assumption of Risk:** Please send out copies of Participant Informational Guide as well as the Participant Information and Assumption of Risk form to your group/organization's members participating in the program.
 - i. Be sure that everyone has completely filled out the forms in blue/black ink pens. *No pencil.* **(Please note that anyone who does not have a completed form will NOT be able to participate)**

 - ii. Participants younger than 18 years of age will need a parent signature to be able to participate.

 - iii. Turn in Participant Information and Assumption of Risk form before your program day to the Coordinator of Adventure and TEAM Programs or bring them on the day of your program and hand them to your Lead Facilitator.

- Policies and Procedures:** Review ALL of the TEAM Challenge Course policy and procedures.

- Day of the Program:** Make sure all participants eat breakfast/lunch and **drink plenty of water** before coming to the course.

- Where to meet:** We will meet you at the UPARK Challenge Course (or designated program space) 10 minutes prior your designated program start time.

- Contact us:** Please call us at 540-568-8735 if you have any further questions.

UREC TEAM Challenge Course Fees

Type of Group		Half Day(2-4 hours)	Full Day(5-8)
JMU	JMU Student	\$10**	\$15**
	JMU Faculty/Staff	\$15	\$25
Non-JMU	Non-Profit, Camp, School	Starts at \$20	Starts at \$30
	Corporate or Private	Starts at \$30	Starts at \$40

Listed price is per participant. All groups will be charged for a minimum of 8 participants.

****Fee can be covered for approved student organizations, academic classes, and student government through TEAM Grants.** Once Grant funding has reached its end for the semester, students will be charged accordingly.

TEAM Challenge Course Policies and Procedures

General Safety Policies

1. All participants must complete the Participant Information and Assumption of Risk form prior to utilizing the TEAM Challenge Course.
2. Climbing on course elements and use of equipment is permitted only during approved scheduled and supervised programs.
3. Participants cannot use personal climbing equipment on the course.
4. Participants must wear appropriate clothing and closed toed shoes.
 - a. Participants who are not wearing closed toed shoes will NOT be allowed to participate.
5. Hazardous and obtrusive jewelry, watches, and clothing items must be removed.
6. Alcohol and tobacco products are not permitted at the TEAM Challenge Course facility.
7. Participants must remove objects from mouth such as; gum, candy, food, etc.
8. All waste must be disposed of in proper receptacles.
9. Participants must respect the Policies and Procedures as well as the rules set forth by the TEAM Challenge Course staff.

Reservation Policies

1. Reservation Requests will be reviewed in the order they are received.
2. Preference will be given to JMU student groups, then to Faculty/Staff, and then to non-JMU groups.
3. All paying groups will be charged for a minimum of 8 participants.
4. Reservation request forms must be received 15 business days prior to requested date.
 - a. A submitted request form does NOT constitute a finalized reservation.
5. In order to receive the student rate, ALL participants must be current JMU students and present a valid JAC at time of arrival.
6. All groups must schedule a contact meeting and provide a final participant count no later than 5 business days prior to the program.

Cancellation, No-Show, and 80% Policies

1. Cancellations must be in writing and received at least 5 business days prior to the scheduled program date.
 - a. Non-University groups cancelling will be charged a processing fee (to be calculated related to program costs).
2. UREC staff reserve the right to cancel a reservation at their discretion.
3. Inclement Weather Cancellation:
 - a. Weather Cancellations will be made by UREC staff members only.
 - b. Every effort will be made to reschedule program if a weather cancellation is warranted; however, if rescheduling is not possible, paying groups will receive a full refund.
4. All groups must comply with the 80% and no-show rules
 - a. **The 80% rule is:** a group must show up with at least 80% of the final number confirmed with us to avoid a fee (to be calculated related to program costs). The fee typically is the cost difference is between participants and the 80%.
 - b. **The No-show rule is:** groups who do not show up for the confirmed program will be charged a no-show fee, typically it is the full cost of the program (to be calculated related to program costs).