



Group Reservation Information

PolarWave Snowtubing Park Location: 3500 Harloff Road Batavia, New York 14020

Why Make a Group Reservation at PolarWave?

A Group Reservation:

- Gets you a **GREAT DISCOUNT** (like \$40 off a group of 20 people!)
- Gets you into the park quickly -- **NO** standing in line at the ticket window
- Guarantees that your tubes will be reserved for your entire group -- No one waiting to get tubes
- Gets your entire group on the hill at the same time -- (instead of some of your group still waiting in line)
- Gets your group in and out of the park on time -- great for transportation scheduling
- Allows you to pay for the entire group with one payment -- no last minute scrambling for ticket money

We welcome groups of any size. A group can be as small as 10 people.
However, group discount pricing starts at 20+ confirmed snowtubers.

Group Discount Ticket Prices

20-80 Snowtubers

2 Hour: Regular	\$12
2 Hour: Tots*	\$8
3 Hour: Regular	\$14
3 Hour: Tots*	\$10

80-100+ Snowtubers

2 Hour: Regular	\$11
2 Hour: Tots*	\$7
3 Hour: Regular	\$13
3 Hour: Tots*	\$9

Group Hours

*PolarWave schedules groups every 30 minutes
at the following times:*

Groups of 10-50 snowtubers:

Saturdays & Sundays and school vacation days
whenever the park is open to the general public

Groups of 51-100 snowtubers:

Saturdays & Sundays and school vacation days
during "off-peak" hours:

Saturdays: 10 am-12 pm & 3 pm-7 pm

Sundays: 11 am- 1 pm & 3 pm-6 pm

School Vacation Days: 10 am-12 pm & 3 pm-6 pm

Groups of 100+ snowtubers:

Monday-Friday anytime (mornings, afternoons or evenings)
and Saturdays after closing.

- **NOTE:** If the group number falls below 20 people at check-in, the group discount cannot be applied and the group will be required to pay the full ticket price -- another good reason to be sure everyone is on time! The deposit amount will be subtracted off the new total amount due.

The group discount cannot be recalculated if more people arrive after check-in is complete.

- \$1.00 off discount tickets are available to purchase at area Wegmans stores if your group is 10-19 people.
- All group participants must turn in a signed waiver to receive a ticket.

Make a Group Reservation Online

(Found on "Make a Group Reservation" Page)

How to Make a Group Reservation at PolarWave

- 1)** Read this **Group Information Packet** first so you will be familiar with PolarWave's group policies.
- 2)** Complete the **Group Reservation Form** online with your group's information and submit it to PolarWave@live.com.

If you need further information regarding your group before you make a reservation, complete and submit the "**I Have a Question**" form or email us and we will get back to you with your information.

- 3)** Your group will be penciled in on the date you requested (provided it is still available). We will email your group's deposit information (to the email address you entered on the form) based on the number of snowtubers you estimate will participate.*

* The deposit guarantees that the number of tubes that your group needs will be reserved for your requested time slot. Therefore, you will want to estimate closely so that enough tubes can be reserved so everyone in your group gets onto the hill at the same time.

- If you do not reserve enough tubes for everyone, tubes will be available on a first-come first-served basis and you or others in your group may need to wait for tubes to become available if the park is busy.
- As your event gets closer the number of participants will usually change somewhat. If the count changes by 10 or more people one way or the other, please let us know so we can adjust your count and reserve or free up any extra tubes. The deposit amount won't change unless the count increases by 10 or more people.
- At check-in your total count will be recalculated based on the actual number of people in attendance, and the amount of deposit you already paid will be subtracted out of the total amount due. This way your group is only paying for people actually in attendance.

- 4)** We will email your group's deposit information to the address on your form. We accept MasterCard, Visa, and Discover as well as business/company check. No personal checks are accepted.

- 5)** There are four ways to make the deposit:

Online: Make a credit card deposit online with our secure link directly to the bank. You will receive a bank receipt when the transaction is completed.

Email: Send credit card information to PolarWave@live.com. You will receive a bank receipt when the transaction is completed.

Phone: Call credit card information in at 585-672-1538.

Mail: If you will be sending a business/company check or PO please send it to **PolarWave Snowtubing 2 Village View Drive Livonia, NY 14487.**

- 6)** We will email you a **PolarWave Reservation Confirmation** page when we receive confirmation that the deposit has been made. You can take the confirmation to check-in with the waivers and final payment.

Although most questions can be answered on the website, feel free to email us at any time: Polarwave@live.com

Group Reservation Deposits

Coming Soon! Make Secure Credit Card Payments - Online – (Watch the website for the online feature to go live)

Deposit Info

- A 50% deposit is required to lock in all group events. This deposit guarantees your tubes and tubing space will be ready for you at the time of your event. **School groups** may use the **School Event Agreement** in lieu of the 50% deposit if they choose to.
- If you do not reserve your space, tubes will be available on a first-come first-served basis and you or others in your group may need to wait for tubes to become available if the park is busy.
- A group can be "penciled in" but the reservation is not confirmed and guaranteed until the deposit is received.
- Don't wait to send in a deposit -- dates fill up quickly. Groups are scheduled every 30 minutes so there are a limited number of time slots available per weekend, and the snowtubing season is short!
- Reservations are confirmed on a first-come first-served basis of when the deposit is received, even if your group is "penciled in". Without a deposit your group could get "bumped" for another group with a deposit.
- Deposits can be made by MasterCard, Visa, Discover, money order or business /company check only.
- NO personal checks are accepted for deposits, at check-in, or at the ticket window.

Reserving a Group with Wegmans Discount Tickets

- If your group is under 20 people you can purchase \$1 off discount tickets at Wegmans and still reserve your group! Simply reserve your time slot with a "hold-only" deposit.
- A "hold-only" deposit allows your group to reserve the event by having your credit card info on file with PolarWave, but without having your credit card charged (since you will be purchasing tickets and bringing them with you to the park).
- The amount of the "deposit" will be based on the number of snowtubers in the group just like a regular deposit. However, your credit card will not be charged unless the group does not show up for the scheduled reserved time with no prior notice.

Making the Deposit:

Deposit by credit card:

- Make your deposit online (secure encryption) at your convenience
- Receive a receipt directly from the bank
- Receive a PolarWave Reservation Confirmation via email
- Enjoy the confidence knowing your reservation is confirmed and your credit card information is secure!
- Credit card information can still be emailed to Polarwave@live.com
- Or phoned in at 585-672-1538

Deposit by business check, money order, PO or voucher:

- Mail deposit payment to: **PolarWave Snowtubing 2 Village View Drive Livonia, NY 14487**
- Receive a PolarWave Reservation Confirmation via email

Pair Up to Make 100!

Attention Groups:

- School Groups
 - Boy Scouts & Girl Sco
 - Service Agencies
 - Youth Organizations
 - Church Groups
 - Small Companies
 - Clubs & Teams
 - Families & Friends
- who want to come when the park is not open to the general public
 - who want to have the park all to themselves
 - who want to come during school or after school hours
 - who want to snowtube at night...
 - but have less than 100+ confirmed snowtubers...

Hook up with another group to meet the 100 minimum!

- Many groups, especially school groups, are looking to pair up with others to have 100+ people so they can use the park during hours when PolarWave is not normally open. You may be able to find another group that can match your date!
- Now you can **POST YOUR GROUP'S AVAILABILITY** and find other groups who are looking to hook up!
- Simply complete the "Post Your Group" form on the website and PolarWave will post your "Group Info" for other groups to see.
- Be as specific as possible so the advisors and leaders of other groups can coordinate with their people.
- PolarWave will not post your contact info on this page unless you give permission in the form.
- If a match looks like it might work out submit the "***We Found a Match***" form and we can initiate contact for you by exchanging your match's contact information.

Rent Out the Entire Park!

Groups visiting Monday-Friday, morning, afternoon or evening, have exclusive use of the entire park!

Minimum Requirement: 100+ Snowtubers

Corporate Events
Team Building
Family & Friends
Alumni
Sports Teams
Parties
Reunions
Singles Mingle
Fund-Raiser Events
Clubs & Community Organizations

Why Rent the Entire Park?

- Many groups choose to have the park all to themselves
- Frolic with their own friends
- Play their own music over the park-wide speakers
- No strangers to meet
- Enjoy their own pre-planned special activities
- Promote interpersonal relationships
- **Have some serious fun together!**

Don't Have 100 People?

- **Option 1:** Pair up with another group (see above)
- **Option 2:** Pay the rental fee for a 2 or 3 hour visit*

Park Rental Fees

100 tickets @ \$11 (2 hour visit) = \$1,100
100 tickets @ \$13 (3 hour visit) = \$1,300
(a savings of \$300 from gate prices)

* Park rental fees above apply only to groups with less than 100 snowtubers.
Standard group rate per-person ticket prices apply if the group has 100+ snowtubers

- **Standard Group Reservation Procedure Applies**

Note to Groups of 100+ Snowtubers or Matched Groups of 100+

PolarWave cannot open the park for any group of less than 100 guaranteed participants.

New: A Group Attendance Agreement must be signed to reserve groups of 100+

Group Attendance Agreement

Groups of 100+: If the final number of snowtubers at check-in is less than 100, the group is required to pay for the balance of the tickets to make 100 in order for the group event to be held.

Matching Groups: Each group of a matching pair must commit to having a certain number of participants and the total of all groups for that event must be no less than 100. Each group must pay for the amount of tickets they committed to, even if their attendance on the day of the event comes up short. Groups will be asked to confirm this commitment in writing in order to reserve a group of 100+ snowtubers.

- If the groups cannot commit to enough total people to guarantee 100 confirmed participants, they can add another group (if one can be found), or pay for the extra tickets, or the event cannot be reserved.
- If a group leader sees that the number they have committed to will be short in attendance, they must let PolarWave know at least 3 days before the event what they intend to do about the shortage. If 100 participants cannot be guaranteed, the event may need to be canceled.
- The group has the option of fulfilling the commitment or canceling the event (*this will cancel the event for any/all groups if they are matched up for this event*).
- The Group Attendance Agreement link can be found on the **Group Info** page at PolarwaveBatavia.com