



## Make a Group Reservation Online

(Found on "Make a Group Reservation" Page)

### How to Make a Group Reservation

- 1)** Read the **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.

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:

**Coming Soon!** **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](mailto: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](mailto:Polarwave@live.com)