

We created this group help page to take some of the hassle out of organizing the group. We understand it takes a bit of work, but there's no point making it any harder than it has to be. We don't intend to over load you with information; we are trying to address the most commonly asked questions from folks looking to bring in a group.

### **Scheduling**

Shortly before the group has a meeting, give us a call at the gym to find out what's available, or bounce ideas off of us for dates you have in mind. We are usually pretty busy with groups from November thru March so it's a good idea to start your planning early if you are looking to book a group during this period. Please give us a call as soon as you have a date in mind. A \$50.00 deposit is required to reserve a group visit and \$100.00 is required for a sleep over reservation.

### **Sign up**

More often than not, groups show up with fewer climbers than they reserved the space for. It sounds like a great idea at the time, and it is, but many times the kids say yes before thinking about their personal and family obligations. Having them get the waiver filled out and making payment will, for the most part, make them consider other responsibilities going on in their lives. By using the sign up sheet and the checklist it makes our job and your visit much easier and more enjoyable. The minimum # of climbers for group rates is 8; this is also the minimum charge. So if you show up with 7 or 6 climbers you will be charged for 8 climbers. Sorry we don't take reservations via e-mail or from the kids in the group. Adults leading the group must make the reservation.

### **Waivers**

At the bottom of the sign up sheet we have little reminder tabs for kids to take with them. Simply cut along the vertical lines before posting so that they can tear off the reminder and take it with them. Minors must have signed consent from their parents/guardian on the Urban Krag waiver. **We cannot take a hand written note, or a phone call from the parent/guardian. It must be a parent/guardian signature on the Urban Krag Waiver and be witnessed by someone of legal age.**

### **Belay certifications**

This is all the safety stuff, how to tend the rope, tie the knots and so on. Its not difficult but it does need to be done properly. Certifications usually take about 45 minutes for 2 folks. We take our time to make sure you have full understanding of proper procedures so this time may vary. Classes are held on demand from opening to 2 hours before closing every business day with the exception of Monday. Its recommended you give us some notice for a group certification (no more than 4 at a time please). We have structured our prices for belay certification (\$10.00 before the day of the event, \$15.00 day of the event) to encourage you to get that done in advance of the group's arrival. No one can climb on ropes until they have a certified belayer to tend the rope for them. By getting your certifications taken care of in advance, more time is spent climbing and not waiting on certifications to be completed.

### **The big day**

When your group shows up, all paperwork will be double-checked and equipment issued. The Certified belayers from your group will fit the climbers with their harnesses and shoes. Once everyone is fitted, one of our staff members will sit everyone down and give a little safety talk. Basically the dos and don'ts of safe climbing and a few etiquette tips. After this we double check the harness and then we watch. Making sure everyone (climbers and belayers) is doing what is necessary to be safe.

### **Check out**

This is where the sign up sheet comes into play again. By using the sign up sheet it's easy to keep track of who is certified and who isn't, whom you have collected money from and who hasn't paid. This is great for us too, especially when it comes to ringing you out. It helps to crosscheck information and make sure charges are correct.