



GROUP LEADER INFORMATION

Thank you for scheduling a course with Venture Out! We are looking forward to working with your group. Please carefully review your quote and the contents of this packet. Review our policies and distribute course waivers and the participant packet (which you will receive after your course agreement) to your participants.

Here is some important information about your course:

1. Course Agreement: Read over your course agreement and quote to make sure the details are correct. Please confirm changes via email. All course requests are tentative until you approve the quote and the course agreement that you receive from us. You must send a response email to our quote in order to be confirmed and scheduled.

2. Changing Participant Numbers: The number of participants can be amended up to 3 business days prior to your course. You will be charged for the finalized number of participants that is set in place 3 business days prior. If you bring more participants than confirmed, you will be charged for the number of people in attendance. If there are more than 5 participants past your requested number, you will be charged a \$55 staffing fee.

3. Payment: Payment for your course can be made by credit-card through Fusion, check, or MoCode transfer. You will receive an invoice within a week after your course. Payments must be made up to 30 days after your course. You can mail checks to MizzouRec at 213 Rothwell Gymnasium, Columbia, MO 65211 or bring it in person. If you choose to pay by credit card, please follow the invoice instructions that you will receive via email.

4. Policies: Read over the program policies listed on the next page. These outline our cancellation procedures and group expectations. Your approval of the course agreement reflects that you have read and agreed to these policies.

5. Waivers: All participants for all courses must complete a **Liability Waiver and Release Agreement** and a **Health Questionnaire**. Completed forms should be collected by the group leader and brought on the day of the course. *Participants under 18 must have their forms signed by a parent or legal guardian.* Waivers are in the Participant Packet.

Please note: *There are two different liability waivers—one for minors and one for adults. Please fill out the appropriate liability waiver accordingly. Any minor who arrives without a parent/legal guardian signature on both the minor health questionnaire and liability waiver **will not be permitted to participate.***

6. Participant Packet: The Participant Packet is a great resource for your participants. This includes a map with how to get to Venture Out and information about the course. Make sure your participants are dressed appropriately (closed-toe shoes, loose/athletic clothes, hairstyles that are tied back and accommodate helmets for high ropes courses) and **bring filled water bottles**. We don't have a nearby water source.

7. Parking: We recommend carpooling whenever possible as parking is scarce. Parking in the marked spots (green curbs) in the Green Tennis Center's lot is not allowed. There are non-marked spaces that are open to anyone and are first come, first serve basis at the end of the parking lot. Please note that buses cannot turn around in the Green Tennis Center Parking Lot. Please contact us via email if you are bringing a bus and need parking accommodations

8. Office Hours: The Venture Out office is open Monday-Friday from 8am to 4pm. Occasionally, the coordinator is at the Venture Out facility and is away from office. It's easiest to reach us via email.



PROGRAM POLICIES

1. Venture Out reserves the right to cancel any course and you must pay 50% of the course cost if fewer than 8 participants show up at the course's designated start time unless previously arranged.
2. Participants wearing anything other than closed-toed shoes may be asked to sit out of activities. Sandals and other non-closed-toed shoes (including Chacos, Crocs, and other "athletic" sandals) **are not permitted** during a program at our facilities.
3. Venture Out reserves the right to deny access to participants who come to the program without the medical and risk waiver forms or who were not part of the original or amended number.
4. The group leader is fully responsible for the management, supervision, and safety of the participants in the program during breaks and meal times. The participating group is responsible for providing any meals, snacks, and drinks (including water) during the experience.
5. Participants will refrain from alcohol, tobacco, illegal drugs, marijuana, and tobacco-related products for the duration of the program. Venture Out will exercise the right to terminate the program and charge 100% of the course cost if participants are found to be under the influence of any substance that impairs judgment or compromises the safety of others.
6. Venture Out is not responsible for any damages to personal items. All personal items such as phones should be removed from your person before the course (unless you are capturing images for the group).
7. Venture Out will call the participating group if they are more than 15 minutes late for the course. If arrangements are not made at this time for an amended start time and the group fails to arrive within 30 minutes of the original start time, Venture Out may choose to cancel the course.
8. Venture Out reserves the right to terminate any course should weather conditions become too hazardous to permit a safe program. In the event that a course is canceled due to weather, a pro-rated portion of the full payment will be charged or the course will be rescheduled.
9. Participants are not allowed to park in the green-painted parking spaces. Those are reserved for the Green Tennis Center patrons. Please let your participants know this as it may result in their vehicle being towed. Parking for Venture Out is at the end of the lot in the non-marked spaces.

Thank you for your cooperation with our program policies. If you have any questions about our program policies, please contact us at ventureout@missouri.edu or 573-884-1764.



WEATHER AND CANCELLATION POLICIES

WEATHER: We are glad to work in the rain or in the snow! However, unsafe weather conditions may cause Venture Out to terminate your course. We reserve the right to terminate any course (in advance or during a course) should weather conditions become too hazardous to permit a safe program. Please contact us by phone or email to discuss weather cancellations. Venture Out will notify you as soon as possible if there are unsafe weather conditions that interfere with your course. Venture Out reserves the right to cancel a course if unsafe weather conditions are present.

Unsafe weather conditions include:

- **Lightning** within 10 miles
- **Winds** (consistent) over 20 mph and wind gusts over 25 mph
- **Heat Index** over 100 degrees Fahrenheit
- **Wind Chill** under 26 degrees Fahrenheit
- **Torrential Rain**
- **If facilitators deem it unsafe**

INDOOR SITE: Depending on the availability of space and the size of your group, we can reserve a studio or court in MizzouRec and hold an indoor teambuilding course if requested or instead of an outdoor course in the event of bad weather. Indoor courses may increase the total cost of your course by \$70-\$660, depending on the size of the room needed and length of the course. All courses are held at Venture Out unless specified otherwise.

Cancellation: You may cancel your course with no charge up to 7 days before your course. After that point, there is a cancellation fee of 20% of your total course cost. If your group cancels within 24 hours of your course or does not show up for your course, then the cancellation fee is 70% or 80% respectively of your total course cost. You will receive an outstanding invoice of these charges if you do not cancel with enough notice.

Rescheduling: You are welcome to reschedule your course until 24 hours ahead at no cost. If you reschedule within 7 days of your original course, then later cancel your course, you will be charged a cancellation fee of 20%. If you reschedule within 24 hours of your original course, then later cancel your course, you will be charged a cancellation fee of 70%. You can reschedule as many times as it takes to find a day that works for your group, however *you will receive a rescheduling fee if it is less than 24 hours in advance.*

Note: All cancellations and rescheduling requests must be made to ventureout@missouri.edu to assure we have a written record. Failure to do so may result in a cancellation fee.



WEATHER AND CANCELLATION POLICIES

Breakdown of the Rescheduling & Cancellation Costs: The following chart breaks down the different fees associated with the reasoning and time-frame of the rescheduling or cancellation of a course.

*Please note that you will **not** receive any charges if you cancel or reschedule **over 7 days in advance**.*

<u>Reason for Cancellation</u>	<u>Time of Cancellation</u>	<u>Fee</u>
Inclement weather (group chooses to cancel)	7 days before Course	Reschedule: no fee Cancel: no fee
	Less than 7 days before course	Reschedule: no fee Cancel: 20% of total course cost
	Within 24 hours	Reschedule: 20% of total course cost Cancel: 70% of total course cost
	No Show	Reschedule: 30% of total course cost Cancel: 80% of total course cost
Unsafe Weather (Venture Out cancels)	Any time before course or during course	No fee. Venture Out will notify you as soon as possible if your course is canceled due to weather. If course is terminated <u>during</u> the course, the group will be refunded a pro-rated portion of the full payment or the remainder of the course time will be rescheduled.
Cancellation (not due to weather)	7 days before Course	Reschedule: no fee Cancel: no fee
	Less than 7 days before course	Reschedule: no fee Cancel: 20% of total course cost
	Within 24 hours	Reschedule: 20% of total course cost Cancel: 70% of total course cost
	No Show	Reschedule: 30% of total course cost Cancel: 80% of total course cost

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