



## Eagle Challenge Course Group Contact Checklist

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

**Please note:** Solidifying your details earlier rather than later is encouraged and welcome! 😊

### Example Reservation Timeline (Weekend Course):

3 Weeks Prior(Days 15-11)	2 Weeks Prior(Days 10-6)	Week of Course (Days 5-1)
Reservation Request submitted at least 15 days prior to requested course date.	Pre-course Meeting should take place during or before this week.	Improper Cancellation Fee Applies
Receive and reply to Confirmation Email	Discuss program and policies with your group members, get final participant number.	Course at the end of the week. Don't forget your paperwork!
Schedule Pre-Course Meeting	6 business days prior to course is the last day to cancel without fees	Arrive at course 15 minutes prior to program start. Enjoy a day at Eagle Challenge Course immensely and wish that you could work here just like us!
Establish Participant Number		
Begin Paperwork		

1. **Pre-course Meeting:** Be sure to schedule yours with one of our ECC facilitators at least 2 weeks prior to your scheduled program.
  - i. Be prepared to discuss your group's needs at this meeting.
  - ii. We will be confirming program details including lunch plans (if applicable), required paperwork, policies and procedures, and estimated final participant number.
2. **Policies and Procedures:** Review Challenge Course policies and procedures.
3. **Contract/Invoice:** Return signed Pre-Course Contract with participant paperwork. Quotes are available upon request.
4. **Waivers and Health History:** Please distribute copies of Participant Guide and Assumption of Risk/Medical Information forms to your group/organization's members to complete and sign.
  - i. Be sure that everyone has completely filled them out in **blue/black ink pens**. *No pencil.*
  - ii. Turn in Liability and Medical Information forms at your program's start.
5. **Day of the Program:** We recommend that all participants eat breakfast and **drink plenty of water** before coming to the course. Please arrive at the Buckingham property *no more* than 15 minutes prior to your designated program start time. You may park in the grass by the building.
6. **Contact us:** Please call/email us if you have any further questions.



## Challenge Course Fees

Pricing is per participant per hour

Type Of Group	Low/Portable Initiatives	High Ropes	Combination Low/High Ropes	Multi-Day or Any Custom Programs
FGCU RSO	Free	Free	Free	Call for Pricing: 239.590.1419
FGCU Affiliated Students	\$3.00	\$4.00	\$5.00	
FGCU Affiliated Staff/Faculty	\$5.00	\$6.00	\$7.00	

## Challenge Course Policies and Procedures

### General Safety Policies

1. All participants must complete an Assumption of Risk form and Medical History form prior to utilizing the Eagle Challenge Course.
2. Climbing on course equipment is permitted only during scheduled and supervised programs, in approved manners.
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 or dangling jewelry, watches, and clothing items must be removed.
6. Alcohol and tobacco products are not permitted at the ECC 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 Eagle Challenge Course staff.

### Reservation Policies

1. Reservation Requests will be reviewed in the order they are received.
2. A minimum of **8** participants is required for all reservations.
3. Reservation request forms must be received at least 15 business days prior to requested date. A submitted request form does **NOT** constitute a finalized reservation.
4. The student rate only applies to active FGCU Registered Student Organizations and all participants must be current FGCU students and present a valid Eagle ID at time of arrival.
5. If contact is not returned within 10 business days the initial confirmation email, the program will be cancelled.
6. All student groups must schedule a pre-course meeting and provide a final participant number no later than 6 business days before reservation date to finalize a reservation.
7. **20% Rule:** Arrival with 20% below or above the given final participant number will result in a \$50 fee charged to the group/organization/department (ie. If your organization says there will be 10 people present on the contract but arrives with 8 or 12, the fee will apply).
8. **No Show/Improper Cancellation Rule:** Failure of the group to arrive to the course within half an hour after scheduled start time, arrival with less than 8 participants or failure to cancel in the appropriate time range, will result in a \$100 fee charged to the group/organization/department.
9. Groups with two cancellations or no shows in one academic year will be placed on hold for future reservations for one semester.

### Cancellation Policy

1. Cancellations must be in writing and received at least **6** business days prior to the scheduled program date. Failure to comply will result in a \$100 improper cancellation fee.
2. Campus Recreation staff reserve the right to cancel a reservation at their discretion.
3. Inclement Weather Cancellation:
  - a. In the event of inclement weather the scheduled course will be postponed and can be rescheduled.
  - b. If rescheduling is not possible, cancellation will occur with a full refund (if applicable).



## ***Things to consider: Logistically***

- How are the members of your organization getting to the Eagle Challenge Course in Buckingham? We recommend meeting on campus and carpooling. Utilize the directions included in packet.
- Does everyone have a completed and signed copy of the Medical Information form and Assumption of Risk Form? **Please remember NO completed forms, NO participation, NO substitutions.**
- If it is a full day Challenge Course, your organization will have an hour for lunch. Is your group bringing its own lunch or being catered? If catered, does the caterer have directions to the Challenge Course and a contact cell phone number who is receiving the order after delivery? Do they know what time to arrive?
- We will provide water all day long during the Challenge Course, so please bring refillable water bottles.
- Please make sure that your facilitator knows about any medical information and make sure that the participants bring any medications such as inhaler, epi-pen, insulin, etc. to the challenge course.
- Facilitators will not be able to dispense any medication to participants.