

Group Reservation Survival Guide

When Booking your Group Reservation

1. We will need a total climber count for your reservation.
Reminder: All 4-7 year old climbers will need an adult to climb with them.
2. Larger groups will be split into staggered time slots of 10-15 climbers every 15 minutes.
3. For every set of 10 climbers, you will receive a free adult climber ticket to assist the other climbers. (18+)
4. When booking, **please let us know when you are planning to leave the property**. We will have all climbers returning their harness' about 30 minutes before then.
5. If you have a larger group, please plan on being at the park for 4-6 hours.
6. A 50% deposit will be required to hold your group's spot. This deposit will go towards the final payment. Final payment and final climber count will be due 1 week before your reservation date. If we are unable to contact you after 3 attempts your card will be charged for the remaining balance. If you cancel with less than 1 week's notice the 50% deposit will become an account credit and the rest of the payment will be refunded. Account credits never expire and can be used towards any Tree Trekkers product. Rescheduling is free.
7. We ask that you send a list of all participants and their time slots to our email address so we can check waivers with you leading up to your reservation. Our email is info@treetrekkersmd.com.
8. Make sure all the climbers are aware that this is a self guided experience. You may add a private guide to your group climb for \$50 an hour.

Free Adult Climber Expectations

- For every 10 climbers, you will receive a free adult ticket.
- An adult climber is a responsible adult, age 18 and older.
- This adult will be in charge of staying with their assigned group.
- Each assigned adult will go through ground school training with their group, they must make sure climbers are fully listening to all safety rules and regulations.
- They will provide support and encouragement for the climbers on the trails.
- 4-7 year old climbers will need an adult climber with them at a 1:2 ratio

Waiver Information: (Everyone on the property must sign a waiver)

1. Waivers are good for the entire 2024 season!
2. Any waivers completed before 2024, have expired. We ask that you complete a new one.

Everyone on the premises **MUST** sign a waiver - **CLIMBERS AND NON-CLIMBERS**.

- All climbers under 18 years old need a legal guardian to sign a waiver for them.

Note: Adults must fill out the first part, then click "add minor" and add the minors information on the second page.

Group Waiver Management

There will be a **link** in your emailed receipt labeled **Group Waiver Management**. Once opened, this will lead you to a list of waivers that were completed through that link.

For climbers: You may attach completed waivers to a time slot.

For non-climbers: You may mark all non-climbers as non-participating.

- This will help with organization by keeping track of all your waivers.
- If you have any trouble with this, feel free to send us a list of all your participants with their desired time slot. Please send the link to info@treetrekkersmd.com.
- Along with this link, please recommend all guests go on our website to read our park policies. This will inform all climbers about the correct attire to wear.
<https://www.treetrekkersmd.com/park-policies>

Reminder: Everyone on the premises must sign a waiver.

Time Slots

Note: With bigger groups, your reservation time slots will be staggered.

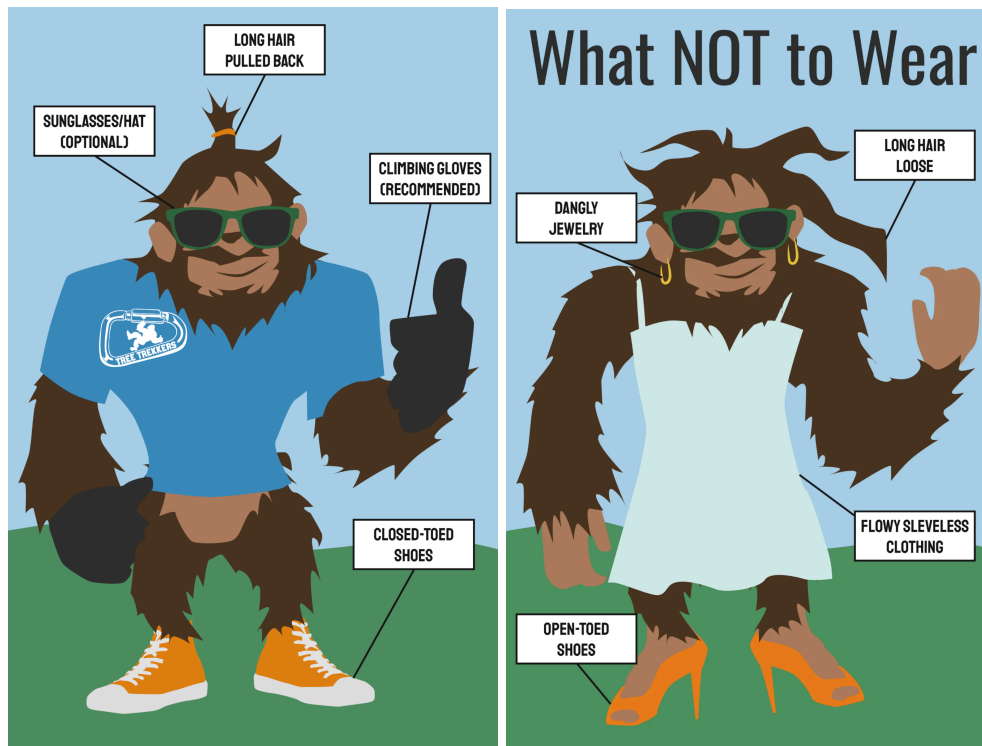
1. Each climber will be assigned a time slot. At your assigned time, we will check in your climbers and send you to begin your ground school training.
2. These **time slots are finalized 24 hours before your reservation.**
3. Make sure each climber is aware of when to arrive for your reservation.
4. If guests are driving separately, please have them arrive 20 minutes before their time slot.
5. When creating your time slots, please group climbers based on age and skill level.
 - We recommend putting older or experienced climbers in the first time slot.

2 Weeks Before

1. Make sure the group waiver management link has been sent out to everyone coming onto the property.
2. Begin assigning participants to time slots and non-climbers as not participating.
3. Remind climbers of proper attire.

Proper Attire

1. ***NO CLIMBER SHOULD BE WEARING CROCS OR OPEN TOE/OPEN HEEL SHOES.***



1 Week Before:

- We will be reaching out to collect a final headcount and remaining balance.
- We will attempt to make contact with you 3 times, if we are unable to make contact we will charge the card on file the remaining balance.
- Remind your climbers to read our park policies
 - These can be found on our website under “**Plan Your Visit**”
<https://www.treetrekkersmd.com/park-policies>
- This would be a good time to send over a participants list with the time slot they will be climbing in to info@treetrekkersmd.com if you haven't already.

24 Hours Before: Check that all waivers are completed and attached to the correct time slot

- Remind your group what time to arrive if you are all driving separately
- Remind everyone our location is in Frederick, typing in "Tree Trekkers MD" to maps will bring you to the correct location.
- We recommend all climbers bring plenty of water and snacks as you will be spending a long period of time at our park
- Make sure free adult chaperones know their assigned group and park expectations
- Remind all climbers to wear **closed-toed closed-heeled shoes**, no crocs or sandals.

Day of Information

Arrival

1. If you plan to eat lunch before climbing, please arrive **45 minutes-1 hour** before the first time slot.
2. If you plan to eat lunch after climbing, please arrive **20-30 minutes** before your first time slot.
3. Pick a designated meeting spot for your climbers. (ask about renting a pavilion!)
4. Direct all climbers to use restrooms once arrived, **before their climb**.

Note: All time slots are finalized 24 hours before your climb time. This allows you to know which climbers to have ready at each time slot.

- Switching time slots and missing waivers can add 30-60 minutes to your check in.
- Once the first group has used restrooms, gather the climbers together and we will begin checking them in. Once everyone in that time slot is checked in, they will be sent over to begin ground school.
- All remaining groups will be sent over in 5-15 minute intervals after that first group

For all other questions or concerns, please contact us!

Email: info@treetrekkersmd.com

Phone: 301-888-8735

Best reached between 10am-5pm Tuesday-Sunday

Important Reminders

1. Please make sure all climbers are wearing: **Closed-toed, closed heeled shoes** and no crocs, sandals, or flip flops.
2. We have a water bottle refill station for all guests to refill their water, when needed. We also sell bottled water, Gatorade, and packaged snacks.
3. Free adult climbers **MUST** be a responsible adult (18+) who will stay with their assigned group of climbers to provide additional support throughout ground school and on the trails.
4. All guests must have a waiver to be on the premises.
5. We highly encourage all waivers to be filled out 24 hours in advance. Any waivers filled out less than 24 hours or on the premises will impact your group's climb time as the check in process will take longer.
6. Make sure everyone in your group has eaten at least one meal and is properly hydrated before arriving.
7. Gloves are not required, but highly recommended. Guests can bring their own climbing gloves or purchase a pair at the park
8. Weight limit 30lbs-250lbs