



GROUP HANDBOOK

Since 1985, the National Ability Center has been committed to the development of lifetime skills for people of all ages and abilities by providing affordable outdoor sports and recreational experiences in a nurturing environment.

“If I can do this I can do anything”

Dear Group,

Welcome to the National Ability Center!

Thank you for showing interest in taking your group to The National Ability Center. The National Ability Center is dedicated to the development of lifetime skills for persons of all abilities and their families by providing affordable, quality sports and recreational experiences. The benefits of these experiences build self-esteem and confidence while enhancing active participation in community life. The National Ability Center is committed to the continued development of individual potential and ability.

At the core of the National Ability Center's philosophy is a firm conviction that recreation is as vital to the lives of people with disabilities as it is to those without a disability. The program fees groups are asked to pay is one third of the cost of total program operations. It is through the generous contribution and commitment of our instructors, coaches, and staff, and the loyalty and support of our sponsors, volunteers and friends, that we can continue to fulfill a need to provide innovative, excellent and safe recreational experiences.

To accomplish this goal, we must communicate with you as a group, to create a clear expectation of your experience with us. Please find enclosed in this handbook an explanation of our organization's policies as well as information to help you make the most of your experiences with us.

Warmest Regards,

National Ability Center Staff

Mission

The National Ability Center empowers individuals of all abilities by building self-esteem, confidence, and lifetime skills through sport, recreation and educational programs.

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GENERAL POLICIES AND PROCEDURES

National Ability Center Ranch Parking

The speed limit on roads surrounding the facility is **15 mph**. Please be aware of cyclists and horses on the roads and surrounding trails. Accessible parking is available in all parking areas. Parking is available East of the storage shed, in spaces along the driveway and in front of the Program Administrative Building and the Lodge.

Overnight Lodge Stays

For all groups spending the night at our lodge, check-in and check-out times are below. If you arrive early, you will not have access to your room until check-in time. Please plan accordingly.

Check in 4:00pm

Check out 10:00am

Our lodge staff does our best to accommodate all our guests! Please respect the space.

Media and Public Relations Policy

This policy aims to guide companies and organizations that enter into a partnership with the National Ability Center and/or participate in activities offered at the Bronfman Family Ranch and Recreation Center or off-site locations through the National Ability Center. We attach great importance to partnerships with organizations and companies to generate social and/or financial added value through marketing and public relations efforts. We encourage companies and organizations to promote their involvement and support of the National Ability Center through media outreach. In order to best support our partner efforts and for the safety of the families, veterans and children we reach, the National Ability Center's marketing department requires notification of, and coordination with any corporate marketing and public relations efforts involving the National Ability Center, its programs or facilities. Please contact the National Ability Center's marketing department at marketing@discovernac.org or by calling 435.649.3991 ext.633 to provide media and public relations notification.

Shoes/ Clothing

Crocs, Keen sandals and 5-fingers shoes do not qualify as close toed shoes. In programs where shorts are acceptable, they need to be at least finger tips in length.

Restrooms

Restrooms are available in the lobby of the Program Administrative Building (from 8:30am-5:00pm daily) as well in the Equestrian Center. The Equestrian Center restrooms are available at any time and are located in the stables.

Telephone

Telephones are in the Program Administrative Building as well as the Equestrian Center and are available for emergencies. Both are available during hours of operation.

Conflict Resolution

Problems should be handled immediately, confidentially and directly between the parties involved and National Ability Center staff. Parents and participants who feel that their concerns are not being addressed may contact the Program Director at (435) 200-0984.

Pets

Pets are NOT permitted on the National Ability Center's grounds without being on a leash. Owner assumes all responsibility for their pet while at the National Ability Center. Only service animals, on leash, are allowed in the Equestrian Center.

Service Dogs

The National Ability Center is an on-leash, dog-friendly location and we encourage you to bring your service dog on property. While we welcome you and your service dog, your service dog's direct participation in programming with you may not be possible in all situations. If anyone in your group plans to bring a service dog, please let the reservations team know. As an example, due to equestrian safety, dogs are not permitted in any aspects of equestrian programming however we have identified locations on property that are safe spaces for your dog to be tethered or there are crates available to be checked out during the time of your

program. Depending on the behavior of the dog or program safety, you may be asked to make other arrangements for the care of the animal during the time of your lesson.

First Aid Kits

First Aid kits are located within each program. There is a First Aid station inside the Program Administrative Building at the Front Desk. A white and green sign above the Reception Area marks its exact location. For any National Ability Center employee to administer First Aid, the National Ability Center waiver must first be signed.

AED Kit

The AEDs are in two (2) places on campus: in the lobby of the lodge and in the barn.

Caregiver Policy

Participants who are not independent in personal care (i.e. unable to dress, eat, use the bathroom independently, or self-monitor their behavior), will need to bring an aid with them during transportation and program lesson that will attend to the individual's needs listed above.

Sickness Policy

For the protection of staff and all other participants, we ask that anyone that has or exhibits any of the following please refrain from participating in our programs or activities:

- Fever
- Headache
- Sore throat
- Lice
- Nausea
- Diarrhea
- Earache
- Chicken Pox
- Congestion
- Cough
- Runny Nose
- Any other contagious illnesses/ diseases

Many of our participants have compromised immune systems, and exposure to viral and/ or bacterial infection could have serious consequences. If the National Ability Center determines that a participant is too sick to participate, parents or emergency contacts of that person will be notified and are responsible for pick-up within a reasonable time-period.

Before returning to lessons or activities the participant must:

- Be free of fever, vomiting or diarrhea for 24 hours without suppressants.
- Allow 24 hours since the first dose of prescribed antibiotics.
- Await the results of a throat culture or other tests are negative.

Medical Treatment

The National Ability Center, into whose care the participant has been entrusted, consents to any medical or surgical diagnosis or treatment, and/ or hospital care to be rendered to the participant upon the advice of any licensed physician and/ or dentist. It is also understood that the participant or parent/ guardian will be held responsible for any expenses incurred during the medical treatment of the participant.

GROUP RESERVATION PROCEDURES – WHAT TO EXPECT

Group Reservation Requests

Reservations may be made by submitting a Program Request Form. After submitting your form, the Group Reservations Team will reach out to you within 7-10 business days.

Group Reservations Team

After submitting your request, our Group Reservations Team will reach out to you to gather more information about your reservation, check date availability and get you booked. Once dates, programs and times are agreed upon, you will receive a contract.

Group Reservations Contract

After you have communicated with the reservations team you will receive a contract via email. Please review this contract to ensure all dates, times, participant numbers, programming and pricing is correct. You have 30 days to review and sign your contract. This also includes your scholarship application. Once you have reviewed and are ready to finalize your contract, the Group Reservations Team will email an electronic signature via DocuSign. A nonrefundable \$150 deposit is due at the time of signing and can be paid over the phone. Deposits must be received within 1-2 business days of contract signing. You are not fully registered until signature *and* deposit are received. A contract is not received within 30 days it will be terminated.

Scholarship Application

Groups who demonstrate financial need may apply for The National Ability Center scholarship program to assist. Along with your contract, you will receive a link to complete a scholarship application online. Once submitted, it will take our scholarship committee 7-10 business days to review and approve. Once approved, expect a revised contract with the updated scholarship amount. This needs to be completed within the 30 day contract review deadline.

Program Specialist Team

For group visits that require lodging, multiple programs or customization, our reservations team will consult our Program Specialist Team. The Program Specialist Team are experts in creating the perfect experience for your group. Be prepared to interact with this team as well.

Final Payment

Final payment is required 90 days prior to the start of your program date. Our Group Reservations Team will send you a 30 day reminder. Final payment can be paid over the phone with our Reservations Team. If failure to pay total remaining contract amount at 90 days, the contract will be terminated.

Participant Paperwork

Our reservations team will provide the group lead with a link via email to send out to all participants. This link will take each person to complete their participant profile and sign their waiver which they can complete online in 5-10 minutes. We require this paperwork is received by the Group Reservations Team **2 weeks before your program** start date.

Due to the nature of our work, we do require each person to complete a participant profile and sign our waiver. The participant profile is where we collect important information on each person to provide the safest and best programming. This is also where each participant will sign, or have their guardian sign our liability waiver. An individual **can not** participate until their profile is complete and their waiver is signed. This needs to be completed by all participant on annual basis.

GROUP RESERVATIONS POLICIES

Participant Profile

Participant profile includes questions on general, medical, physical, development, program information and our liability and media release waiver. Each section needs to be completed with a green check, and is not complete until the waiver is signed. This information is required two weeks before your group visit. It expires annually.

Physician's Statement

Physician's Statement is required for all participants registering for Equestrian programs and Camps. This must be signed by the participant's physician. The Physician's Statement needs to be updated annually and be valid at least two (2) weeks prior to the start of the associated activity.

Billing and Payment

We accept all major credit cards. Billing and payment policies are as follows:

For day groups:

- A signed contract must be in place for the National Ability Center to facilitate a Group.
- Once a contract is delivered via email, a signature and nonrefundable \$150 deposit must be received within 30 days or the contract will be terminated. Deposit is applied to total cost.
- If you are applying for Scholarship you will need to submit the Scholarship Application *immediately* upon reviewing the contract to stay within the (30) day contract review period (Scholarships take between 7-10 business days to be reviewed and approved). Once the Scholarship is approved, you will receive an amended contract which will reflect Scholarship approval.
- Once you have reviewed and are ready to finalize your contract, the Groups Reservations Team will email an electronic signature via DocuSign.
- A nonrefundable \$150 deposit is due at time of signing and can be paid online or over the phone with our Reservations Team. Deposits must be received within 1-2 business days of contract signing. You are not fully registered until signature *and* deposit are received.
- At (90) days prior to your program start date, the full cost must be paid. Our Groups Reservations Team will send you a (30) day reminder that full payment is due in (30) days. Final payment can be paid online or over the phone with our Reservations Team. If failure to pay total remaining contract amount at (90) days, the contract will be terminated.
- If you are interested in a Payment Plan, please contact Group Reservations Team.

For multi-day group bookings:

- A signed contract must be in place for the National Ability Center to facilitate a Group.
- Once you receive your contract via email, a signature and nonrefundable \$150 deposit plus nonrefundable \$25 deposit per room *must be received* within (30) days or the contract will be terminated. Deposit is applied to total cost of programming.
- If you are applying for Scholarship you will need to submit the Scholarship Application *immediately* upon reviewing the contract to stay within the (30) day contract review period (Scholarships take between 7-10 business days to be reviewed and approved). Once the Scholarship is approved, you will receive an amended contract which will reflect Scholarship approval.
- Once you have reviewed and are ready to finalize your contract, the Groups Reservations Team will email an electronic signature via DocuSign.
- The nonrefundable \$150 deposit plus nonrefundable \$25 deposit per room is due at time of signing and can be paid online or over the phone with our Reservations Team. Deposits must be received within 1-2 business days of contract signing. You are not fully registered until signature *and* deposit are received.
- At (90) days prior to your program start date, the full cost must be paid. Our Groups Reservations Team will send you a (30) day reminder. Final payment can be paid online or over the phone with our Reservations Team. If failure to pay total remaining contract amount at (90) days, the contract will be terminated.
- If you are interested in a Payment Plan, please contact Group Reservations Team.

Scholarship Application

If you require a scholarship through The National Ability Center, a link to our online application will be provided with your quote via email. This application asks basic finance questions, group demographic, and other contract information such as programs and cost of programing.

Although the application is basic, the more information you include, the better equipped our scholarship team will be to understand your needs and approve the full amount. Each new contract *requires* a new scholarship application.

PROGRAM/ EQUIPMENT AGE & WEIGHT LIMITS*

Program	Minimum Age	Weight
Adaptive Riding w/ Disability	4	200 lbs
Adaptive Riding w/o Disability	8	200 lbs
Aquatics	4	Program Manager discretion
Archery	6	Program Manager discretion
Challenge Course	8	33-300lbs* Max height: 6'8" *No set maximum; must be able to wear a properly fitted harness
Climbing – Indoor	Equipment must be able to fit properly	33 – 300 lbs
Climbing – Outdoor	8	33 – 300 lbs
Road Cycling	4	225 lbs
Equine Assisted Learning (EAL)	4	No weight limit
Fat Biking	6	300lbs for adult stand-up bikes 275 lbs for recumbent bikes
Hippotherapy	2	100 lbs
Mountain Biking	6	Program Manager discretion
Nordic Skiing, Snowshoeing & Biathlon	5	Sit Skier – 200 lbs Stand-Up Skier – no weight limit
Paddle Sports	4	Must be able to wear a properly fitted PFD 250 lbs
Rafting – Fisher Towers, Labrynth, or Ruby/ Horsetheif	6	50 lbs minimum and at maximum must be able to wear a 58" chest size PFD
Rafting – Gates of Lodore, Westwater, Cataract Canyon	13	90 lbs minimum and at maximum must be able to wear a 58" chest size PFD
Snowboard	5	Program Manager discretion
Ski	3	200 lbs for participants who require assistance with chairlift loading and unloading or getting up after a fall
Trail Riding	8	220 lbs
Water Sports	5	Must be able to wear a properly fitted PFD Sit Skiers – Must fit in a 16" wide seat

Equipment	Minimum Age	Weight
Bi-ski HOC (sit ski)	Equipment must be able to fit properly	250 lbs if assistance is not required
Bi-Unique (sit ski)	Equipment must be able to fit properly	220 lbs if assistance is not required
iSki Bike (sit ski)	Equipment must be able to fit properly	350 lbs if assistance is not required
Kart Ski (sit ski)	Equipment must be able to fit properly	250 lbs if assistance is not required
Mogule Master Twin Ski (sit ski)	Equipment must be able to fit properly	220 lbs if assistance is not required
Mountain Man Sit Ski (sit ski)	Equipment must be able to fit properly	200 lbs if assistance is not required
Nissin Mono Ski (sit ski)	Equipment must be able to fit properly	225 lbs if assistance is not required
Praschberger (sit ski)	Equipment must be able to fit properly	225 lbs if assistance is not required
Revolution Pro-Comp (sit ski)	Equipment must be able to fit properly	220 lbs if assistance is not required
Snow Slider	Equipment must be able to fit properly	180 lbs
Stalmach Ski Bike	Equipment must be able to fit properly	200 lbs
Yeti Mono Ski (sit ski)	Equipment must be able to fit properly	210 lbs if assistance is not required

*Age and weight limits are set to ensure properly fitted equipment and to keep participants and our resources safe.

CANCELLATIONS POLICY – DAY GROUP

- Any cancellation greater than (90) days prior to program start date is eligible for a full refund minus deposit.
- Any cancellation after full payment is received and greater than (30) days prior to program start date is eligible for a 50% refund.
- Any cancellation within the (30) day period prior to program start date is not eligible for refund.
- Please review our Policy Exceptions on page (14).
- All refunds do not include non-refundable third-party charges.

CANCELLATION POLICY – OVERNIGHT GROUP

- Any cancellation greater than (90) days prior to program start date is eligible for a full refund minus deposit.
- Any cancellation after full payment is received and greater than (30) days prior to program start date is eligible for a 50% refund.
- Any cancellation within the (30) day period prior to program start date is not eligible for refund.
- Please review our Policy Exceptions on page (14).
- All refunds do not include non-refundable third-party charges.

Cancellations by The National Ability Center

The National Ability Center reserves the right to cancel programs at any time if the conditions are deemed unsafe. This includes adverse weather conditions, highway/resort closures, or other unforeseen circumstances. In the rare event that the National Ability Center cancels programming the following applies:

If the National Ability Center cancels an activity more than (30) minutes into the activity, no alternative activity, rescheduling, or refund will be issued.

If the National Ability Center cancels an activity prior to the activity start time or during the first (30) minutes, the National Ability Center will offer, at its choice, an alternative activity, an alternative time for that activity, or a refund (less any incurred non-refundable third-party vendor costs).

Notice of Tardiness or Cancellation

To cancel a program or give notice that a group will be late, the phone numbers below should be used:

Business Hours and Contact Numbers:

RANCH FRONT DESK	MOUNTAIN CENTER
Call 435-649-3991	Call 435-940-1596 or text 435-649-3991
Mon. – Fri.. 9:00am – 5:00pm	Mon. – Sun. 8:30am – 4:30pm

LESSON START TIME POLICY

- Groups arriving within (20) minutes after the program start time can still engage in the program, but the program may be modified and will end at the regularly scheduled time. No discounts or partial refunds will be issued.
- If the National Ability Center has received a call at (435) 649-3991, indicating the group will be more than (20) minutes late, programming will still be provided, if practical, but it may be modified and will end at the schedule time.

Adverse Weather Policy

If the staff member feels that adverse weather conditions do not allow for the safe commencement or continuation of an activity, the staff member is empowered to cancel the activity to mitigate possible risk to participants and manage safety issues. Adverse weather conditions include but are not limited to:

- Lightning in the area
- Strong wind gusts
- Driving rain
- Unsafe weather temperatures

In the event that thunder or lightning occurs in the area, a minimum of thirty (30) minutes must pass after the last sound/sighting of thunder or lightning strike prior to the resumption of any activity. The National Ability Center will perform conditions checks every 30 minutes and the activity will resume once conditions are deemed safe. If the National Ability Center cancels a lesson due to adverse weather within the first 30 minutes of the lesson's scheduled start time, a make-up lesson may be scheduled at no additional charge (please note that there are no make-ups for hippotherapy or camps). If the National Ability Center cancels a lesson due to adverse weather more than 30 minutes into the lesson, no make-up will be offered.

Groups should plan to participate in scheduled activities in light rain and wind.

No Call/ No Show Policy

A No Call/No Show occurs when a group either (a) calls less than 2 hours before the lesson start time to cancel or (b) does not call and the group fails to arrive within 20 minutes after the start time of the scheduled lesson.

A No Call/No Show program is not eligible for a make-up or a refund. In addition, the group's scholarship eligibility may be re-evaluated.

Groups with multiple No Call/No Show programs may also be subject to the following: the loss of future scholarship eligibility and/or a re-evaluation of scheduled programs for the season.

Policy Exceptions

Exceptions to the Cancellation, Make-up and No Call/ No Show policies include medical emergencies, contagious illnesses, natural disasters or highway closures. For an exception to be considered, the Front Desk or Program Department must receive a call with an explanation of the event justifying the requested exception to the policy. That call must be received: (a) not later than 24 hours after the lesson start time, for requested exceptions as a result of medical emergencies; or (b) prior to the scheduled lesson start time, for other requested exceptions. Exceptions to the Cancellation, Make-up and No Call/ No Show policies will not be considered if it is snowing or tire chains are required.