

Winter 2010 Participant: FREQUENTLY ASKED QUESTIONS



- **What is Outdoors for All?**

Outdoors for All is one of the largest non-profit organizations in the Pacific Northwest that provides year-round outdoor recreational opportunities to over 2000 children and adults with disabilities. Summer activities include hiking, cycling, in-line skating, river rafting, rock climbing, water skiing, canoeing & kayaking, camping trips and day camps. Winter activities include downhill skiing, cross country skiing, snowboarding, and snowshoeing. Outdoors for All also gives private, individual, and group lessons and will provide assessments for adaptive equipment and equipment rentals.
- **Who does Outdoors for All serve?**

Outdoors for All serves individuals, ages 5 and up, with all types of disabilities including physical, sensory, and developmental.
- **Why participate with Outdoors for All?**

It's a great way to take on exciting challenges, meet new friends, participate in outdoor recreation, and experience a new, higher, level of freedom and independence. We provide a broad range of activities that cater to your needs and abilities, to ensure that you'll have a perfect fit in our foundation.
- **What level of ability must I possess?**

Are you unsure of your ability level? No worries. The majority of our programs require no previous experience level. Only for our race training programs will you need experience. Outdoors for All has instructors for every ability and every skill set. Outdoors for All has over 30 years of instructional experience using the American Teaching System to provide you with the very best professional service from our staff and volunteers. We will also assess your skills and match you with a volunteer or recommend the appropriate program just for you.
- **How long are the programs?**

Please refer to the on-line calendar and winter activities brochure to see the entire list of Outdoors for All activities. Our longest programs are the 6 or 7 week lesson series in Jan/Feb at one of the three mountains or the three week sessions in March at all three mountains. If 3, 6, or 7 weeks is too much of a commitment, we also provide one-time/private lessons, Nordic and Snowshoe programs, camps, and other 1 day programs.
- **I've never done this before, how do I know which program to sign up for?**

Our winter season includes private ski/snowboard lessons, rentals, excursions, day camps, multi-week lessons, competition instruction, snowshoeing, Nordic skiing, and MORE. Saturday Days at the Summit (Nordic and Alpine, including SkiHawks) are our most popular programs. Many others choose their program based on which ski area they like to ski or ride by what days they will be most available. Begin by looking through the activity brochure and selecting everything you have an interest in and narrow it down from there.

- **I'd like to see more of your programs in action before I sign up to participate in a new activity. How can I do that?**

Outdoors for All has a number of ways you can see our activities in action.

- Visit our on-line media photo and video center to look at pictures and video demonstrations of what we do:
http://www.outdoorsforall.org/photo_gallery.html.
- Join us for a free Demo Day. Throughout the year Outdoors for All offers free demonstration days of our activities at various locations. Demo Days are focused on providing introductory information for participants new to a sport or activity. Check our on-line calendar or sign-up in our activity brochure for an upcoming demo.
- Stop in to our Magnuson Park Program and Rental office. If you'd like to choose this route, you will need to schedule a time to stop by and check-in, as our office can be closed during the week while we are out at programs.
- Observe a scheduled program activity and see for yourself. If there's an activity coming up and you'd like to see what's going on, feel free to stop by to observe in person. Outdoors for All staff will not likely have time to answer questions and there will be no equipment demonstrations, lift tickets, trail passes available, but you can see firsthand our programs in action and follow-up later with your questions. Please let us know if you plan to attend so we are aware.

- **Do I need my own equipment?**

If you don't have your own equipment, rentals are available through Outdoors for All. You can view the cost of equipment in our equipment rental guide in the winter brochure. If you're feeling adventurous, or want to go out on your own, the equipment used up on the mountain can also be made available throughout the winter in our rental office. Helmets are available at no additional cost.

- **I am not sure I have the right clothing or foot attire for the activity I am going to participate in. What should I wear and what do I need to bring with me?**

A final confirmation containing a list of what to bring and what to wear will be sent at least one week prior to the activity you are participating in. If you have questions or concerns before then, please call our office.

- **I want to participate but what if I can't afford the activity fees?**

Outdoors for All's aim is to remove economic barriers that may prevent participants from accessing the outdoors by providing financial scholarships. To apply for a Financial Scholarship, please complete a Financial Scholarship application. Applications along with our scholarship guidelines can be downloaded from our website: <http://www.outdoorsforall.org/programs.html>. If for any reason you are not awarded the scholarship you require, your deposit and/or activity fees will be credited back to your account or refunded upon request.

- **Is there transportation available and how do I sign up for it?**

Transportation is available only for all day programs on Saturdays and Sundays. For a list of pick-up and drop off points, check your registration form and select your transportation that fits your needs. In Your final confirmation, sent at least one week prior the activity will include your pick-up location. Pick-up times and locations are determined by popular demand of activity participants.

- **I see the Outdoors for All Program Hotline (206.838.4995) advertised a lot. What is it and why would I call?**
 The Hotline is your source of the most up to date information on Outdoors for All activities (cancellations, pass closures, late transportation, etc) as well as your way to update Outdoors for All staff on any changes you may have (sick, late arrival, etc.). Please program this number into your phone and remember to call before you head to a program or transportation pick-up or drop-off spot and/or if you have any updates you need to provide to staff. The Hotline is checked on Program Activity days only, so if you need to reach a staff before the day of the activity, please call the office at 206.838.6030.
- **I need to cancel my participation in an activity, what is your policy?**
 Participants must cancel 10 days in advance to be eligible for a partial refund or credit. The \$50 deposit is non-refundable fee to cover planning and administration of the activity. If you need to cancel last minute, please leave a message on the Hotline. For full list of our policies visit our website.
- **How will I be paired with a volunteer?**
 Participant/volunteer matching is based on the level of volunteer discipline training, skill, and preference. To ensure that participants are matched with volunteers best suited to their needs, experienced Staff and Lead Volunteers will evaluate new volunteers during on-snow trainings and pair them with a participant appropriately matched for their experience and skill level.
- **If it's raining and/or storming will lessons be cancelled?**
 Lessons are only cancelled due to road closures, or when the ski areas close due to extreme conditions and special circumstances. To find out if a program is cancelled or delayed, ALWAYS check the **program hotline at 206-838-4995**. Please check road conditions by calling 511 from a cell phone before heading to the Mountain. If a there is a cancellation, in most cases we will reschedule that activity or give you an Outdoors for All credit.
- **How will I know if I'm confirmed for the winter program?**
 Upon receiving your registration forms and deposit, we will send an initial confirmation letter along with additional forms to review and complete. This will verify receipt of application, application completeness, and billing amount.
- **How and when do I get my season pass or lift tickets?**
 Lift tickets are included in the in the cost of the program for Steven's Pass and Crystal Mountain. Summit at Snoqualmie provide discounted season pass, as well as lift and trail tickets. Refer to the Activities Brochure for prices.
- **How do I know where to go and what to bring?**
 Along with the final confirmation packet that we send you, will be included a list of items and apparel you will need as well as times, locations, maps, and directions that you need.
- **I have feedback I'd like to provide on my experience with Outdoors for All. Where can I send that?**
 We love and welcome feedback on our programs. You can request a feedback form at http://www.surveymonkey.com/s.aspx?sm=bf1_2fHrQWiGCyYE8nCkk7XQ_3d_3d and fill in our on-line survey. Thanks so much for sharing your thoughts with us!