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):

<table>
<thead>
<tr>
<th>3 Weeks Prior(Days 15-11)</th>
<th>2 Weeks Prior(Days 10-6)</th>
<th>Week of Course (Days 5-1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reservation Request submitted at least 15 days prior to requested course date.</td>
<td>Pre-course Meeting should take place during or before this week.</td>
<td>Improper Cancellation Fee Applies</td>
</tr>
<tr>
<td>Receive/return Confirmation Call</td>
<td>Discuss program and policies with your group members, get final participant number.</td>
<td>Course at the end of the week.</td>
</tr>
<tr>
<td>Schedule Pre-Course Meeting</td>
<td>Completed paperwork due 6 business days prior to course (Friday)</td>
<td></td>
</tr>
<tr>
<td>Establish Participant Number</td>
<td>6 business days prior to course is the last day to cancel without fees</td>
<td></td>
</tr>
<tr>
<td>Begin Paperwork</td>
<td></td>
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</tr>
</tbody>
</table>

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. **Contract/Invoice:** Return signed Pre-Course Contract with participant paperwork. Quotes are available upon request.

3. **Waivers and Health History:** Please distribute copies of Participant Guide and Liability/Medical Information forms to your group/organization’s 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 6 business days before your program day to the waterfront.

4. **Policies and Procedures:** Review Challenge Course policies and procedures.

5. **Day of the Program:** We recommend that all participants eat breakfast and **drink plenty of water** before coming to the course.

6. **Where to meet:** We will meet you at Buckingham 10 minutes before your designated program start time.

7. **Contact us:** Please call/email us if you have any further questions.
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 Liability Waiver? Please remember NO completed forms, NO participation.

- 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?

- We will provide water all day long during the Challenge Course, so please feel free to 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.