

Chatter Creek Reservation System



Group Organiser Instructions

Thank you for your booking for your trip to Chatter Creek.

Your booking has been entered into our online reservation system. You can check the status of your booking at any time by visiting the Chatter Creek website (www.chattercreek.ca), clicking on "My Account" on the left hand side of the screen and then logging in to your account.

As we take deposit and final payments or make any other changes to your booking you will receive emails advising you of this. This will help you keep track of your booking.

As the organiser of your trip there are just two additional things we need you to do to ensure we have all the information required to make your trip a success for your group. The information we require from each member of your group includes emergency contact details, food allergies, ski rental requirements etc. etc. This is a simple process and should take you just a few minutes:

1. Ensure your own personal information is complete and up to date. You can do this by logging in to your account on our reservation system (<http://www.chattercreek.ca/booking/>) and following the links to "My Account" and then "View or change my additional information".
2. Add the people in your group who are coming on your trip. This is a very important step as if you do not do this members of your group will not be able to see details about the trip they are booked on. To do this:
 - a. Follow the link to "View the bookings I have made" and then click the word "View" for the booking you wish to update. This displays your trip booking and at the bottom of the page is a Group Members area where you can enter the people coming on your trip.
 - b. To add people to your trip click the green "+" symbol, then enter the email address of the person coming on the trip in the box that appears and then click the Apply New box.
 - c. If you are coming on the trip as well as organising the trip then don't forget to add yourself to your trip! If you are just organising the trip for other people but not coming to Chatter Creek then you should not add yourself to the Group Members list.
 - d. Add the other members of your group. You can only add as many people to your trip as places booked!
 - e. You will see that if the email address belongs to a person who has been to Chatter Creek before then their name and address will appear in the addresses column. If the email address is not recognised then nothing will appear in this column. However as soon as that person creates an account with the email address you entered their details will then appear.
 - f. Now email your entire group asking them to log in to the reservation system:

- i. to check their personal details are still accurate if they have been to Chatter Creek before or
- ii. create an account and then enter their information if they are a first-time visitor to Chatter Creek.

Full instructions for Group Members are on our website in the Reservations drop down menu under "guest forms" (<http://www.chattercreek.ca/guest forms.php>).

You should check back on your booking periodically to ensure your group have entered their details. A green tick will appear in the "complete" column if a group member has added all their details in to the reservation system. Your group have completed this task when there is a green tick in the "complete" column for every member of your group. This should be the case at the latest 10 days before your trip departure date.

If the green tick is not appearing against a member of your group and they state they have added all their information you should ask them to log in to their account again and follow the link to "View or change my additional information". Once they have completed this section the green tick should appear.

- g. If you need to make changes to the members of your group the red "X" allows you to remove a member from your trip. This is useful if your group changes between the date of booking and the time of your trip as you can remove a person and then add a replacement for them. This also allows you to correct any keying errors if the email address was misspelt.

It is very important that the information for all members of your group is complete 10 days before the commencement date of your trip. At this time the personal details supplied by your group will be locked and used for all aspects of your trip. This is to allow our kitchen staff to plan for any dietary requirements and order appropriately and for us to ensure we have rental skis to meet your group's needs.

This process replaces the distribution, collection and faxing of Chatter Sheets for each trip your group takes to Chatter Creek. As a group organiser this will make the task of organising your group much easier.

Massage Bookings are at the current time still made manually. We are looking at automating this but until then you will find the Massage Booking Form on our website under Guest Forms (<http://www.chattercreek.ca/guest forms.php>).

If there are any questions about the above please do not hesitate to contact us at the office by email to info@chattercreek.ca or by phone at 250-344-7199.